

Enterprise Incident Report October 2012

As of 11/1/2012

Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution				
			Critical	High	Low	Medium	FCR Total
Workforce Services	Application Services	Bart Purser	0 0	0 0	3 0	0 0	3 0
		Danielle Hood	0 0	0 0	4 0	0 0	4 0
		Dustin Crump	0 0	0 0	9 0	0 0	9 0
		Ken Ainge	0 0	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	0 0	2 2	0 0	2 2
		Terry Forsgren	0 0	0 0	4 0	0 0	4 0
		Tony Larsen	0 0	0 0	16 1	0 0	16 1
		Assigned to Individual Total	0 0	0 0	40 3	0 0	40 3
	Application Support - APEX	Dave Clark	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - Content Manager	Nate Olson	0 0	0 0	3 0	0 0	3 0

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Application Support - Content Manager	Randall Ottesen	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	4	0	4
			0	0	0	0	0
	Application Support - Data Warehouse	Drew Maxfield	0	0	1	0	1
			0	0	0	0	0
		Shana Woodall	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	2	0	2
			0	0	0	0	0
	Application Support - DBA	Eric Swain	0	0	2	0	2
			0	0	2	0	2
		Assigned to Individual Total	0	0	2	0	2
			0	0	2	0	2
	Application Support - EFIND	Anhkim Le	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Application Support - EREP Data Processing	David Moffitt	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	1	0	1
			0	0	1	0	1
	Application Support - IVR	Clay Peacock	0	0	1	1	2
			0	0	0	0	0
		Shad Lords	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	2	1	3
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Application Support - MyCase	Ilya Oyzerskiy	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Application Support - Single Signon	Justin Miller	0	0	2	0	2
			0	0	0	0	0
		Assigned to Individual Total	0	0	2	0	2
			0	0	0	0	0
	Application Support - UWORKS	Eric Strong	0	0	9	0	9
			0	0	0	0	0
		Jeff Pryor	0	0	4	0	4
			0	0	0	0	0
	Application Support - Web Dev	Shane Otvos	0	0	41	0	41
			0	0	2	0	2
		Assigned to Individual Total	0	0	54	0	54
			0	0	2	0	2
	Campus Networking	Chad Thompson	0	0	3	0	3
			0	0	0	0	0
		Dave Clark	0	0	1	0	1
			0	0	0	0	0
	Campus Networking	Justin Miller	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	5	0	5
			0	0	0	0	0
	Campus Networking	David Sedei	0	1	2	0	3
			0	0	0	0	0
	Campus Networking	Robert Ryan	1	0	0	0	1
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Campus Networking	Assigned to Individual Total	1	1	2	0	4
			0	0	0	0	0
	Capitol Hosting	Curtis Parker	0	0	0	1	1
			0	0	0	0	0
		Danny Black	0	0	1	0	1
			0	0	0	0	0
		Kyle Burkhardt	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	2	1	3
			0	0	0	0	0
	Customer Relationship Management	Brent Wimber	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	1	0	1
			0	0	1	0	1
	Help Desk	Brenda Treadway	0	0	11	0	11
			0	0	11	0	11
		Eileen Dubach	0	0	7	0	7
			0	0	7	0	7
		James Stearns	0	1	5	0	6
			0	1	5	0	6
		Julie VanBeekum	0	0	3	0	3
			0	0	3	0	3
		None	0	0	1	0	1
			0	0	0	0	0
		Vicky Marrelli	0	0	9	0	9
			0	0	7	0	7
		Assigned to Individual Total	0	1	36	0	37
			0	1	33	0	34

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Metro A Desktop Support	Adam Staks	0 0	0 0	7 0	0 0	7 0
		Austin Schultz	0 0	0 0	9 0	0 0	9 0
		Burton Brown	0 0	0 0	1 0	0 0	1 0
		Diane Pfeifer	0 0	0 0	1 1	0 0	1 1
		Eric Sedgwick	0 0	0 0	9 1	0 0	9 1
		James Kammeyer	0 0	0 0	1 1	0 0	1 1
		Kraig Ellis	0 0	0 0	44 3	0 0	44 3
		Michael Barth	0 0	0 0	17 5	0 0	17 5
		Mike Beynon	0 0	0 0	23 5	0 0	23 5
		Robert Wall	0 0	0 0	4 1	0 0	4 1
		Tracy VanderVaart	0 0	0 0	23 1	0 0	23 1
		Assigned to Individual Total	0 0	0 0	139 18	0 0	139 18
	Metro A Help Desk	Ed Conrad	0 0	0 0	200 170	0 0	200 170
		Edward Fortner	0 0	0 0	130 116	0 0	130 116

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Metro A Help Desk	Liz Evans	0	0	167	1	168
			0	0	134	0	134
		Assigned to Individual Total	0	0	497	1	498
			0	0	420	0	420
	Metro A Hosting	Tom Carney	0	0	12	0	12
			0	0	0	0	0
		Assigned to Individual Total	0	0	12	0	12
			0	0	0	0	0
	Metro B Desktop Support	Anthony Booyse	0	0	7	0	7
			0	0	1	0	1
		Bill Crowther	0	0	1	0	1
			0	0	0	0	0
		Cindy Reed	0	0	1	0	1
			0	0	0	0	0
		Jay Locker	0	0	5	0	5
			0	0	0	0	0
		Mike Sine	0	0	1	0	1
			0	0	1	0	1
		Mike Wilde	0	0	18	0	18
			0	0	9	0	9
		Peter Musser	0	0	3	0	3
			0	0	0	0	0
		Sean Chadbourne	0	0	2	0	2
			0	0	0	0	0
		Stephanie Young	0	0	1	0	1
			0	0	1	0	1
		Tyler Pearce	0	0	4	0	4
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Metro B Desktop Support	Assigned to Individual Total	0 0	0 0	43 12	0 0	43 12
	Metro B Help Desk	Gary Graham	0 0	0 0	3 3	0 0	3 3
		Todd Manning	0 0	0 0	2 2	0 0	2 2
		Val Shepherd	0 0	0 0	6 5	0 0	6 5
		Assigned to Individual Total	0 0	0 0	11 10	0 0	11 10
	Metro C Help Desk	Reed Stohel	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Metro C Hosting	Stuart Roundy	0 0	1 0	0 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	0 0	1 0
	Network Operations	Brian Chatwin	0 0	0 0	1 0	0 0	1 0
		Chris Green	0 0	0 0	1 0	0 0	1 0
		Dave Bodily	0 0	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	0 0	5 0	0 0	5 0
		Jeff Reed	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Network Operations	Jesse Fausett	0 0	0 0	1 0	1 0	2 0
		Michael Ostrander	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	11 0	1 0	12 0
	Operations Production Control	Cal Brinton	0 0	0 0	21 20	0 0	21 20
		Christie Burnham	0 0	4 4	308 302	0 0	312 306
		Duane Hardy	0 0	0 0	16 12	0 0	16 12
		Assigned to Individual Total	0 0	4 4	345 334	0 0	349 338
	Rural Central Desktop Support	Jay Barfuss	0 0	0 0	4 4	0 0	4 4
		Jeremy Standifird	0 0	0 0	6 0	0 0	6 0
		Jessica Purcell	0 0	0 0	12 8	0 0	12 8
		Paul Petersen	0 0	0 0	11 3	0 0	11 3
		Rod Montoya	0 0	0 0	39 39	0 0	39 39
		Ron LeBaron	0 0	0 0	9 7	0 0	9 7
		Todd Hardy	0 0	0 0	6 6	0 0	6 6

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Rural Central Desktop Support	Troy Morris	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	88	0	88
			0	0	67	0	67
	Rural North Desktop Support	Dane Smith	0	0	2	0	2
			0	0	0	0	0
		Don Higgs	0	0	12	0	12
			0	0	11	0	11
		Kelly Warren	0	0	2	0	2
			0	0	2	0	2
		Kim Ratushniak	0	0	11	0	11
			0	0	11	0	11
		Neil Smedley	0	0	9	0	9
			0	0	2	0	2
		Rodney Peterson	0	0	6	0	6
			0	0	2	0	2
		Ruston McKay	0	0	44	0	44
			0	0	43	0	43
		Ryan Casey	0	0	5	0	5
			0	0	1	0	1
		Wayne Higgs	0	0	8	0	8
			0	0	0	0	0
		Assigned to Individual Total	0	0	99	0	99
			0	0	72	0	72
	Rural South Desktop Support	Cheri Oldham	0	0	2	0	2
			0	0	1	0	1
		Doug Thornton	0	0	4	0	4
			0	0	4	0	4

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Rural South Desktop Support	Joel Finlinson	0 0	0 0	1 1	0 0	1 1
		Lance Nay	0 0	0 0	9 7	0 0	9 7
		Lane Adams	0 0	0 0	6 0	0 0	6 0
		Scott Jesienouski	0 0	0 0	12 3	0 0	12 3
		Assigned to Individual Total	0 0	0 0	34 16	0 0	34 16
	Technical Lead/Project Manager	Martin Gonzalez	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Voice Engineering	Julie Johnson	0 0	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	0 0	4 1	0 0	4 1
	Voice Operations	Gail Christiansen	0 0	2 0	17 0	1 0	20 0
		James Gifford	0 0	0 0	3 0	0 0	3 0
		Julie Sabato	0 0	0 0	6 0	0 0	6 0
		Kelly Johnson	0 0	0 0	3 0	0 0	3 0
		Leon Owen	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Voice Operations	Romanza Hamblin Sorensen	0 0	2 1	14 9	2 0	18 10
		Assigned to Individual Total	0 0	4 1	44 9	3 0	51 10
	Voice/Data/WAN Services	Mike Johnson	0 0	0 0	2 0	0 0	2 0
		Spencer Blodgett	0 0	0 0	6 1	0 0	6 1
		Assigned to Individual Total	0 0	0 0	8 1	0 0	8 1
	Assigned Group Total		1 0	11 6	1,493 1,004	7 0	1,512 1,010
	Customer Company Total		1 0	11 6	1,493 1,004	7 0	1,512 1,010

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Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Missed Initial Response				
			Critical	High	Low	Medium	MIR Total
Workforce Services	Application Services	Bart Purser	0 0	0 0	3 1	0 0	3 1
		Danielle Hood	0 0	0 0	4 1	0 0	4 1
		Dustin Crump	0 0	0 0	9 1	0 0	9 1
		Ken Ainge	0 0	0 0	2 1	0 0	2 1
		Martin Gonzalez	0 0	0 0	2 0	0 0	2 0
		Terry Forsgren	0 0	0 0	4 1	0 0	4 1
		Tony Larsen	0 0	0 0	16 0	0 0	16 0
		Assigned to Individual Total	0 0	0 0	40 5	0 0	40 5
	Application Support - APEX	Dave Clark	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - Content Manager	Nate Olson	0 0	0 0	3 0	0 0	3 0

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Application Support - Content Manager	Randall Ottesen	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	4	0	4
			0	0	0	0	0
	Application Support - Data Warehouse	Drew Maxfield	0	0	1	0	1
			0	0	0	0	0
		Shana Woodall	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	2	0	2
			0	0	0	0	0
	Application Support - DBA	Eric Swain	0	0	2	0	2
			0	0	1	0	1
		Assigned to Individual Total	0	0	2	0	2
			0	0	1	0	1
	Application Support - EFIND	Anhkim Le	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Application Support - EREP Data Processing	David Moffitt	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Application Support - IVR	Clay Peacock	0	0	1	1	2
			0	0	0	0	0
		Shad Lords	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	2	1	3
			0	0	0	0	0

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Application Support - MyCase	Ilya Oyzerskiy	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - Single Signon	Justin Miller	0 0	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	0 0	2 1	0 0	2 1
	Application Support - UWORKS	Eric Strong	0 0	0 0	9 4	0 0	9 4
		Jeff Pryor	0 0	0 0	4 2	0 0	4 2
		Shane Otvos	0 0	0 0	41 5	0 0	41 5
		Assigned to Individual Total	0 0	0 0	54 11	0 0	54 11
	Application Support - Web Dev	Chad Thompson	0 0	0 0	3 0	0 0	3 0
		Dave Clark	0 0	0 0	1 0	0 0	1 0
		Justin Miller	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	5 1	0 0	5 1
	Campus Networking	David Sedei	0 0	1 0	2 0	0 0	3 0
		Robert Ryan	1 0	0 0	0 0	0 0	1 0

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Campus Networking	Assigned to Individual Total	1 0	1 0	2 0	0 0	4 0
	Capitol Hosting	Curtis Parker	0 0	0 0	0 0	1 0	1 0
		Danny Black	0 0	0 0	1 0	0 0	1 0
		Kyle Burkhardt	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	2 1	1 0	3 1
	Customer Relationship Management	Brent Wimber	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	0 0	11 0	0 0	11 0
		Eileen Dubach	0 0	0 0	7 0	0 0	7 0
		James Stearns	0 0	1 0	5 0	0 0	6 0
		Julie VanBeekum	0 0	0 0	3 0	0 0	3 0
		None	0 0	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	1 0	36 0	0 0	37 0

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Metro A Desktop Support	Adam Staks	0 0	0 0	7 0	0 0	7 0
		Austin Schultz	0 0	0 0	9 0	0 0	9 0
		Burton Brown	0 0	0 0	1 0	0 0	1 0
		Diane Pfeifer	0 0	0 0	1 0	0 0	1 0
		Eric Sedgwick	0 0	0 0	9 0	0 0	9 0
		James Kammeyer	0 0	0 0	1 0	0 0	1 0
		Kraig Ellis	0 0	0 0	44 0	0 0	44 0
		Michael Barth	0 0	0 0	17 0	0 0	17 0
		Mike Beynon	0 0	0 0	23 0	0 0	23 0
		Robert Wall	0 0	0 0	4 0	0 0	4 0
		Tracy VanderVaart	0 0	0 0	23 0	0 0	23 0
		Assigned to Individual Total	0 0	0 0	139 0	0 0	139 0
	Metro A Help Desk	Ed Conrad	0 0	0 0	200 0	0 0	200 0
		Edward Fortner	0 0	0 0	130 1	0 0	130 1

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Metro A Help Desk	Liz Evans	0 0	0 0	167 0	1 0	168 0
		Assigned to Individual Total	0 0	0 0	497 1	1 0	498 1
	Metro A Hosting	Tom Carney	0 0	0 0	12 0	0 0	12 0
		Assigned to Individual Total	0 0	0 0	12 0	0 0	12 0
	Metro B Desktop Support	Anthony Booyse	0 0	0 0	7 0	0 0	7 0
		Bill Crowther	0 0	0 0	1 0	0 0	1 0
		Cindy Reed	0 0	0 0	1 0	0 0	1 0
		Jay Locker	0 0	0 0	5 0	0 0	5 0
		Mike Sine	0 0	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	0 0	18 1	0 0	18 1
		Peter Musser	0 0	0 0	3 0	0 0	3 0
		Sean Chadbourne	0 0	0 0	2 0	0 0	2 0
		Stephanie Young	0 0	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	0 0	4 0	0 0	4 0

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Metro B Desktop Support	Assigned to Individual Total	0	0	43	0	43
			0	0	1	0	1
	Metro B Help Desk	Gary Graham	0	0	3	0	3
			0	0	0	0	0
		Todd Manning	0	0	2	0	2
			0	0	0	0	0
		Val Shepherd	0	0	6	0	6
			0	0	0	0	0
		Assigned to Individual Total	0	0	11	0	11
			0	0	0	0	0
	Metro C Help Desk	Reed Stohel	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Metro C Hosting	Stuart Roundy	0	1	0	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	1	0	0	1
			0	0	0	0	0
	Network Operations	Brian Chatwin	0	0	1	0	1
			0	0	0	0	0
		Chris Green	0	0	1	0	1
			0	0	0	0	0
		Dave Bodily	0	0	1	0	1
			0	0	0	0	0
		Jared Elzinga	0	0	5	0	5
			0	0	1	0	1
		Jeff Reed	0	0	1	0	1
			0	0	0	0	0

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Network Operations	Jesse Fausett	0 0	0 0	1 0	1 0	2 0
		Michael Ostrander	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	11 1	1 0	12 1
	Operations Production Control	Cal Brinton	0 0	0 0	21 0	0 0	21 0
		Christie Burnham	0 0	4 0	308 0	0 0	312 0
		Duane Hardy	0 0	0 0	16 0	0 0	16 0
		Assigned to Individual Total	0 0	4 0	345 0	0 0	349 0
	Rural Central Desktop Support	Jay Barfuss	0 0	0 0	4 0	0 0	4 0
		Jeremy Standifird	0 0	0 0	6 0	0 0	6 0
		Jessica Purcell	0 0	0 0	12 0	0 0	12 0
		Paul Petersen	0 0	0 0	11 0	0 0	11 0
		Rod Montoya	0 0	0 0	39 0	0 0	39 0
		Ron LeBaron	0 0	0 0	9 0	0 0	9 0
		Todd Hardy	0 0	0 0	6 0	0 0	6 0

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Rural Central Desktop Support	Troy Morris	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	88 0	0 0	88 0
	Rural North Desktop Support	Dane Smith	0 0	0 0	2 0	0 0	2 0
		Don Higgs	0 0	0 0	12 0	0 0	12 0
		Kelly Warren	0 0	0 0	2 0	0 0	2 0
		Kim Ratushniak	0 0	0 0	11 0	0 0	11 0
		Neil Smedley	0 0	0 0	9 0	0 0	9 0
		Rodney Peterson	0 0	0 0	6 0	0 0	6 0
		Ruston McKay	0 0	0 0	44 1	0 0	44 1
		Ryan Casey	0 0	0 0	5 0	0 0	5 0
		Wayne Higgs	0 0	0 0	8 1	0 0	8 1
		Assigned to Individual Total	0 0	0 0	99 2	0 0	99 2
	Rural South Desktop Support	Cheri Oldham	0 0	0 0	2 1	0 0	2 1
		Doug Thornton	0 0	0 0	4 0	0 0	4 0

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Workforce Services

			Critical	High	Low	Medium	MIR Total
Workforce Services	Rural South Desktop Support	Joel Finlinson	0 0	0 0	1 0	0 0	1 0
		Lance Nay	0 0	0 0	9 0	0 0	9 0
		Lane Adams	0 0	0 0	6 3	0 0	6 3
		Scott Jesienouski	0 0	0 0	12 0	0 0	12 0
		Assigned to Individual Total	0 0	0 0	34 4	0 0	34 4
	Technical Lead/Project Manager	Martin Gonzalez	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Voice Engineering	Julie Johnson	0 0	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	0 0	4 0	0 0	4 0
	Voice Operations	Gail Christiansen	0 0	2 0	17 1	1 0	20 1
		James Gifford	0 0	0 0	3 0	0 0	3 0
		Julie Sabato	0 0	0 0	6 0	0 0	6 0
		Kelly Johnson	0 0	0 0	3 0	0 0	3 0
		Leon Owen	0 0	0 0	1 0	0 0	1 0

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Workforce Services

			Critical	High	Low	Medium	MIR Total
Workforce Services	Voice Operations	Romanza Hamblin Sorensen	0 0	2 0	14 1	2 0	18 1
		Assigned to Individual Total	0 0	4 0	44 2	3 0	51 2
	Voice/Data/WAN Services	Mike Johnson	0 0	0 0	2 0	0 0	2 0
		Spencer Blodgett	0 0	0 0	6 1	0 0	6 1
		Assigned to Individual Total	0 0	0 0	8 1	0 0	8 1
	Assigned Group Total		1 0	11 0	1,493 33	7 0	1,512 33
	Customer Company Total		1 0	11 0	1,493 33	7 0	1,512 33

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Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours				ATTIR Total
			Critical	High	Low	Medium	
Workforce Services	Application Services	Bart Purser	0 0.00	0 0.00	3 0.47	0 0.00	3 0.47
		Danielle Hood	0 0.00	0 0.00	4 0.59	0 0.00	4 0.59
		Dustin Crump	0 0.00	0 0.00	9 0.19	0 0.00	9 0.19
		Ken Ainge	0 0.00	0 0.00	2 0.90	0 0.00	2 0.90
		Martin Gonzalez	0 0.00	0 0.00	2 0.13	0 0.00	2 0.13
		Terry Forsgren	0 0.00	0 0.00	4 11.01	0 0.00	4 11.01
		Tony Larsen	0 0.00	0 0.00	16 0.04	0 0.00	16 0.04
		Assigned to Individual Total	0 0.00	0 0.00	40 1.31	0 0.00	40 1.31
	Application Support - APEX	Dave Clark	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - Content Manager	Nate Olson	0 0.00	0 0.00	3 0.18	0 0.00	3 0.18

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Application Support - Content Manager	Randall Ottesen	0 0.00	0 0.00	1 0.46	0 0.00	1 0.46
		Assigned to Individual Total	0 0.00	0 0.00	4 0.25	0 0.00	4 0.25
	Application Support - Data Warehouse	Drew Maxfield	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Shana Woodall	0 0.00	0 0.00	1 0.07	0 0.00	1 0.07
		Assigned to Individual Total	0 0.00	0 0.00	2 0.04	0 0.00	2 0.04
	Application Support - DBA	Eric Swain	0 0.00	0 0.00	2 1.14	0 0.00	2 1.14
		Assigned to Individual Total	0 0.00	0 0.00	2 1.14	0 0.00	2 1.14
	Application Support - EFIND	Anhkim Le	0 0.00	0 0.00	1 0.61	0 0.00	1 0.61
		Assigned to Individual Total	0 0.00	0 0.00	1 0.61	0 0.00	1 0.61
	Application Support - EREP Data Processing	David Moffitt	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - IVR	Clay Peacock	0 0.00	0 0.00	1 0.46	1 0.27	2 0.36
		Shad Lords	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	2 0.23	1 0.27	3 0.24

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	0 0.00	1 0.29	0 0.00	1 0.29
		Assigned to Individual Total	0 0.00	0 0.00	1 0.29	0 0.00	1 0.29
	Application Support - Single Signon	Justin Miller	0 0.00	0 0.00	2 1.92	0 0.00	2 1.92
		Assigned to Individual Total	0 0.00	0 0.00	2 1.92	0 0.00	2 1.92
	Application Support - UWORKS	Eric Strong	0 0.00	0 0.00	9 1.50	0 0.00	9 1.50
		Jeff Pryor	0 0.00	0 0.00	4 0.99	0 0.00	4 0.99
		Shane Otvos	0 0.00	0 0.00	41 0.45	0 0.00	41 0.45
		Assigned to Individual Total	0 0.00	0 0.00	54 0.67	0 0.00	54 0.67
	Application Support - Web Dev	Chad Thompson	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
		Dave Clark	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Justin Miller	0 0.00	0 0.00	1 1.59	0 0.00	1 1.59
		Assigned to Individual Total	0 0.00	0 0.00	5 0.32	0 0.00	5 0.32
	Campus Networking	David Sedei	0 0.00	1 0.04	2 0.00	0 0.00	3 0.01
		Robert Ryan	1 0.00	0 0.00	0 0.00	0 0.00	1 0.00

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Campus Networking	Assigned to Individual Total	1 0.00	1 0.04	2 0.00	0 0.00	4 0.01
	Capitol Hosting	Curtis Parker	0 0.00	0 0.00	0 0.00	1 0.95	1 0.95
		Danny Black	0 0.00	0 0.00	1 0.12	0 0.00	1 0.12
		Kyle Burkhardt	0 0.00	0 0.00	1 1.91	0 0.00	1 1.91
		Assigned to Individual Total	0 0.00	0 0.00	2 1.02	1 0.95	3 0.99
	Customer Relationship Management	Brent Wimber	0 0.00	0 0.00	1 0.57	0 0.00	1 0.57
		Assigned to Individual Total	0 0.00	0 0.00	1 0.57	0 0.00	1 0.57
	Help Desk	Brenda Treadway	0 0.00	0 0.00	11 0.11	0 0.00	11 0.11
		Eileen Dubach	0 0.00	0 0.00	7 0.00	0 0.00	7 0.00
		James Stearns	0 0.00	1 0.00	5 0.00	0 0.00	6 0.00
		Julie VanBeekum	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
		None	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	0 0.00	9 0.06	0 0.00	9 0.06
		Assigned to Individual Total	0 0.00	1 0.00	36 0.05	0 0.00	37 0.05

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Metro A Desktop Support	Adam Staks	0 0.00	0 0.00	7 0.01	0 0.00	7 0.01
		Austin Schultz	0 0.00	0 0.00	9 0.05	0 0.00	9 0.05
		Burton Brown	0 0.00	0 0.00	1 0.23	0 0.00	1 0.23
		Diane Pfeifer	0 0.00	0 0.00	1 0.06	0 0.00	1 0.06
		Eric Sedgwick	0 0.00	0 0.00	9 0.04	0 0.00	9 0.04
		James Kammeyer	0 0.00	0 0.00	1 0.01	0 0.00	1 0.01
		Kraig Ellis	0 0.00	0 0.00	44 0.09	0 0.00	44 0.09
		Michael Barth	0 0.00	0 0.00	17 0.07	0 0.00	17 0.07
		Mike Beynon	0 0.00	0 0.00	23 0.11	0 0.00	23 0.11
		Robert Wall	0 0.00	0 0.00	4 0.09	0 0.00	4 0.09
		Tracy VanderVaart	0 0.00	0 0.00	23 0.04	0 0.00	23 0.04
		Assigned to Individual Total	0 0.00	0 0.00	139 0.07	0 0.00	139 0.07
	Metro A Help Desk	Ed Conrad	0 0.00	0 0.00	200 0.02	0 0.00	200 0.02
		Edward Fortner	0 0.00	0 0.00	130 0.03	0 0.00	130 0.03

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Metro A Help Desk	Liz Evans	0 0.00	0 0.00	167 0.01	1 0.22	168 0.01
		Assigned to Individual Total	0 0.00	0 0.00	497 0.02	1 0.22	498 0.02
	Metro A Hosting	Tom Carney	0 0.00	0 0.00	12 0.17	0 0.00	12 0.17
		Assigned to Individual Total	0 0.00	0 0.00	12 0.17	0 0.00	12 0.17
	Metro B Desktop Support	Anthony Booyse	0 0.00	0 0.00	7 0.03	0 0.00	7 0.03
		Bill Crowther	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Cindy Reed	0 0.00	0 0.00	1 0.12	0 0.00	1 0.12
		Jay Locker	0 0.00	0 0.00	5 0.06	0 0.00	5 0.06
		Mike Sine	0 0.00	0 0.00	1 0.04	0 0.00	1 0.04
		Mike Wilde	0 0.00	0 0.00	18 0.21	0 0.00	18 0.21
		Peter Musser	0 0.00	0 0.00	3 0.11	0 0.00	3 0.11
		Sean Chadbourne	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Stephanie Young	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Tyler Pearce	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Metro B Desktop Support	Assigned to Individual Total	0 0.00	0 0.00	43 0.11	0 0.00	43 0.11
	Metro B Help Desk	Gary Graham	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
		Todd Manning	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Val Shepherd	0 0.00	0 0.00	6 0.03	0 0.00	6 0.03
		Assigned to Individual Total	0 0.00	0 0.00	11 0.02	0 0.00	11 0.02
	Metro C Help Desk	Reed Stohel	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Hosting	Stuart Roundy	0 0.00	1 0.32	0 0.00	0 0.00	1 0.32
		Assigned to Individual Total	0 0.00	1 0.32	0 0.00	0 0.00	1 0.32
	Network Operations	Brian Chatwin	0 0.00	0 0.00	1 0.54	0 0.00	1 0.54
		Chris Green	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Dave Bodily	0 0.00	0 0.00	1 0.91	0 0.00	1 0.91
		Jared Elzinga	0 0.00	0 0.00	5 0.45	0 0.00	5 0.45
		Jeff Reed	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Network Operations	Jesse Fausett	0 0.00	0 0.00	1 0.00	1 0.00	2 0.00
		Michael Ostrander	0 0.00	0 0.00	1 0.15	0 0.00	1 0.15
		Assigned to Individual Total	0 0.00	0 0.00	11 0.35	1 0.00	12 0.32
	Operations Production Control	Cal Brinton	0 0.00	0 0.00	21 0.00	0 0.00	21 0.00
		Christie Burnham	0 0.00	4 0.00	308 0.01	0 0.00	312 0.01
		Duane Hardy	0 0.00	0 0.00	16 0.03	0 0.00	16 0.03
		Assigned to Individual Total	0 0.00	4 0.00	345 0.01	0 0.00	349 0.01
	Rural Central Desktop Support	Jay Barfuss	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00
		Jeremy Standifird	0 0.00	0 0.00	6 0.02	0 0.00	6 0.02
		Jessica Purcell	0 0.00	0 0.00	12 0.00	0 0.00	12 0.00
		Paul Petersen	0 0.00	0 0.00	11 0.00	0 0.00	11 0.00
		Rod Montoya	0 0.00	0 0.00	39 0.00	0 0.00	39 0.00
		Ron LeBaron	0 0.00	0 0.00	9 0.06	0 0.00	9 0.06
		Todd Hardy	0 0.00	0 0.00	6 0.00	0 0.00	6 0.00

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Rural Central Desktop Support	Troy Morris	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	88 0.01	0 0.00	88 0.01
	Rural North Desktop Support	Dane Smith	0 0.00	0 0.00	2 0.03	0 0.00	2 0.03
		Don Higgs	0 0.00	0 0.00	12 0.01	0 0.00	12 0.01
		Kelly Warren	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Kim Ratushniak	0 0.00	0 0.00	11 0.10	0 0.00	11 0.10
		Neil Smedley	0 0.00	0 0.00	9 0.14	0 0.00	9 0.14
		Rodney Peterson	0 0.00	0 0.00	6 0.01	0 0.00	6 0.01
		Ruston McKay	0 0.00	0 0.00	44 0.48	0 0.00	44 0.48
		Ryan Casey	0 0.00	0 0.00	5 0.13	0 0.00	5 0.13
		Wayne Higgs	0 0.00	0 0.00	8 0.32	0 0.00	8 0.32
		Assigned to Individual Total	0 0.00	0 0.00	99 0.27	0 0.00	99 0.27
	Rural South Desktop Support	Cheri Oldham	0 0.00	0 0.00	2 0.75	0 0.00	2 0.75
		Doug Thornton	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Rural South Desktop Support	Joel Finlinson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Lance Nay	0 0.00	0 0.00	9 0.09	0 0.00	9 0.09
		Lane Adams	0 0.00	0 0.00	6 0.86	0 0.00	6 0.86
		Scott Jesienouski	0 0.00	0 0.00	12 0.09	0 0.00	12 0.09
		Assigned to Individual Total	0 0.00	0 0.00	34 0.25	0 0.00	34 0.25
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	0 0.00	1 1.47	0 0.00	1 1.47
		Assigned to Individual Total	0 0.00	0 0.00	1 1.47	0 0.00	1 1.47
	Voice Engineering	Julie Johnson	0 0.00	0 0.00	4 0.03	0 0.00	4 0.03
		Assigned to Individual Total	0 0.00	0 0.00	4 0.03	0 0.00	4 0.03
	Voice Operations	Gail Christiansen	0 0.00	2 0.06	17 0.44	1 0.39	20 0.40
		James Gifford	0 0.00	0 0.00	3 0.29	0 0.00	3 0.29
		Julie Sabato	0 0.00	0 0.00	6 0.11	0 0.00	6 0.11
		Kelly Johnson	0 0.00	0 0.00	3 0.40	0 0.00	3 0.40
		Leon Owen	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Voice Operations	Romanza Hamblin Sorensen	0 0.00	2 0.23	14 0.43	2 0.14	18 0.37
		Assigned to Individual Total	0 0.00	4 0.14	44 0.37	3 0.22	51 0.34
	Voice/Data/WAN Services	Mike Johnson	0 0.00	0 0.00	2 0.14	0 0.00	2 0.14
		Spencer Blodgett	0 0.00	0 0.00	6 0.36	0 0.00	6 0.36
		Assigned to Individual Total	0 0.00	0 0.00	8 0.31	0 0.00	8 0.31
	Assigned Group Total		1 0.00	11 0.08	1,493 0.13	7 0.30	1,512 0.13
Customer Company Total			1 0.00	11 0.08	1,493 0.13	7 0.30	1,512 0.13

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Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Missed Resolution				
			Critical	High	Low	Medium	MR Total
Workforce Services	Application Services	Bart Purser	0 0	0 0	3 0	0 0	3 0
		Danielle Hood	0 0	0 0	4 1	0 0	4 1
		Dustin Crump	0 0	0 0	9 0	0 0	9 0
		Ken Ainge	0 0	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	0 0	2 0	0 0	2 0
		Terry Forsgren	0 0	0 0	4 1	0 0	4 1
		Tony Larsen	0 0	0 0	16 4	0 0	16 4
		Assigned to Individual Total	0 0	0 0	40 6	0 0	40 6
	Application Support - APEX	Dave Clark	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - Content Manager	Nate Olson	0 0	0 0	3 0	0 0	3 0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Application Support - Content Manager	Randall Ottesen	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	4	0	4
			0	0	0	0	0
	Application Support - Data Warehouse	Drew Maxfield	0	0	1	0	1
			0	0	1	0	1
		Shana Woodall	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	2	0	2
			0	0	1	0	1
	Application Support - DBA	Eric Swain	0	0	2	0	2
			0	0	0	0	0
		Assigned to Individual Total	0	0	2	0	2
			0	0	0	0	0
	Application Support - EFIND	Anhkim Le	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Application Support - EREP Data Processing	David Moffitt	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Application Support - IVR	Clay Peacock	0	0	1	1	2
			0	0	0	1	1
		Shad Lords	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	2	1	3
			0	0	0	1	1

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Application Support - MyCase	Ilya Oyzerskiy	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - Single Signon	Justin Miller	0 0	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	0 0	2 1	0 0	2 1
	Application Support - UWORKS	Eric Strong	0 0	0 0	9 0	0 0	9 0
		Jeff Pryor	0 0	0 0	4 0	0 0	4 0
		Shane Otvos	0 0	0 0	41 4	0 0	41 4
		Assigned to Individual Total	0 0	0 0	54 4	0 0	54 4
	Application Support - Web Dev	Chad Thompson	0 0	0 0	3 1	0 0	3 1
		Dave Clark	0 0	0 0	1 0	0 0	1 0
		Justin Miller	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	5 1	0 0	5 1
	Campus Networking	David Sedei	0 0	1 1	2 0	0 0	3 1
		Robert Ryan	1 0	0 0	0 0	0 0	1 0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Campus Networking	Assigned to Individual Total	1	1	2	0	4
			0	1	0	0	1
	Capitol Hosting	Curtis Parker	0	0	0	1	1
			0	0	0	0	0
		Danny Black	0	0	1	0	1
			0	0	0	0	0
		Kyle Burkhardt	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	2	1	3
			0	0	0	0	0
	Customer Relationship Management	Brent Wimber	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Help Desk	Brenda Treadway	0	0	11	0	11
			0	0	0	0	0
		Eileen Dubach	0	0	7	0	7
			0	0	0	0	0
		James Stearns	0	1	5	0	6
			0	0	0	0	0
		Julie VanBeekum	0	0	3	0	3
			0	0	0	0	0
		None	0	0	1	0	1
			0	0	0	0	0
		Vicky Marrelli	0	0	9	0	9
			0	0	0	0	0
		Assigned to Individual Total	0	1	36	0	37
			0	0	0	0	0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Metro A Desktop Support	Adam Staks	0 0	0 0	7 0	0 0	7 0
		Austin Schultz	0 0	0 0	9 0	0 0	9 0
		Burton Brown	0 0	0 0	1 0	0 0	1 0
		Diane Pfeifer	0 0	0 0	1 0	0 0	1 0
		Eric Sedgwick	0 0	0 0	9 0	0 0	9 0
		James Kammeyer	0 0	0 0	1 0	0 0	1 0
		Kraig Ellis	0 0	0 0	44 0	0 0	44 0
		Michael Barth	0 0	0 0	17 0	0 0	17 0
		Mike Beynon	0 0	0 0	23 0	0 0	23 0
		Robert Wall	0 0	0 0	4 0	0 0	4 0
		Tracy VanderVaart	0 0	0 0	23 0	0 0	23 0
		Assigned to Individual Total	0 0	0 0	139 0	0 0	139 0
	Metro A Help Desk	Ed Conrad	0 0	0 0	200 0	0 0	200 0
		Edward Fortner	0 0	0 0	130 0	0 0	130 0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Metro A Help Desk	Liz Evans	0 0	0 0	167 0	1 0	168 0
		Assigned to Individual Total	0 0	0 0	497 0	1 0	498 0
	Metro A Hosting	Tom Carney	0 0	0 0	12 1	0 0	12 1
		Assigned to Individual Total	0 0	0 0	12 1	0 0	12 1
	Metro B Desktop Support	Anthony Booyse	0 0	0 0	7 0	0 0	7 0
		Bill Crowther	0 0	0 0	1 0	0 0	1 0
		Cindy Reed	0 0	0 0	1 0	0 0	1 0
		Jay Locker	0 0	0 0	5 0	0 0	5 0
		Mike Sine	0 0	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	0 0	18 1	0 0	18 1
		Peter Musser	0 0	0 0	3 0	0 0	3 0
		Sean Chadbourne	0 0	0 0	2 0	0 0	2 0
		Stephanie Young	0 0	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	0 0	4 0	0 0	4 0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Metro B Desktop Support	Assigned to Individual Total	0	0	43	0	43
			0	0	1	0	1
	Metro B Help Desk	Gary Graham	0	0	3	0	3
			0	0	0	0	0
		Todd Manning	0	0	2	0	2
			0	0	0	0	0
		Val Shepherd	0	0	6	0	6
			0	0	0	0	0
		Assigned to Individual Total	0	0	11	0	11
			0	0	0	0	0
	Metro C Help Desk	Reed Stohel	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Metro C Hosting	Stuart Roundy	0	1	0	0	1
			0	1	0	0	1
		Assigned to Individual Total	0	1	0	0	1
			0	1	0	0	1
	Network Operations	Brian Chatwin	0	0	1	0	1
			0	0	0	0	0
		Chris Green	0	0	1	0	1
			0	0	0	0	0
		Dave Bodily	0	0	1	0	1
			0	0	0	0	0
		Jared Elzinga	0	0	5	0	5
			0	0	0	0	0
		Jeff Reed	0	0	1	0	1
			0	0	0	0	0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Network Operations	Jesse Fausett	0 0	0 0	1 0	1 0	2 0
		Michael Ostrander	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	11 0	1 0	12 0
	Operations Production Control	Cal Brinton	0 0	0 0	21 0	0 0	21 0
		Christie Burnham	0 0	4 0	308 0	0 0	312 0
		Duane Hardy	0 0	0 0	16 0	0 0	16 0
		Assigned to Individual Total	0 0	4 0	345 0	0 0	349 0
	Rural Central Desktop Support	Jay Barfuss	0 0	0 0	4 0	0 0	4 0
		Jeremy Standifird	0 0	0 0	6 0	0 0	6 0
		Jessica Purcell	0 0	0 0	12 0	0 0	12 0
		Paul Petersen	0 0	0 0	11 1	0 0	11 1
		Rod Montoya	0 0	0 0	39 0	0 0	39 0
		Ron LeBaron	0 0	0 0	9 0	0 0	9 0
		Todd Hardy	0 0	0 0	6 0	0 0	6 0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Rural Central Desktop Support	Troy Morris	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	88 1	0 0	88 1
	Rural North Desktop Support	Dane Smith	0 0	0 0	2 0	0 0	2 0
		Don Higgs	0 0	0 0	12 0	0 0	12 0
		Kelly Warren	0 0	0 0	2 0	0 0	2 0
		Kim Ratushniak	0 0	0 0	11 0	0 0	11 0
		Neil Smedley	0 0	0 0	9 1	0 0	9 1
		Rodney Peterson	0 0	0 0	6 1	0 0	6 1
		Ruston McKay	0 0	0 0	44 1	0 0	44 1
		Ryan Casey	0 0	0 0	5 0	0 0	5 0
		Wayne Higgs	0 0	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	0 0	99 3	0 0	99 3
	Rural South Desktop Support	Cheri Oldham	0 0	0 0	2 0	0 0	2 0
		Doug Thornton	0 0	0 0	4 0	0 0	4 0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Rural South Desktop Support	Joel Finlinson	0 0	0 0	1 0	0 0	1 0
		Lance Nay	0 0	0 0	9 0	0 0	9 0
		Lane Adams	0 0	0 0	6 0	0 0	6 0
		Scott Jesienouski	0 0	0 0	12 0	0 0	12 0
		Assigned to Individual Total	0 0	0 0	34 0	0 0	34 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Voice Engineering	Julie Johnson	0 0	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	0 0	4 0	0 0	4 0
	Voice Operations	Gail Christiansen	0 0	2 0	17 0	1 0	20 0
		James Gifford	0 0	0 0	3 0	0 0	3 0
		Julie Sabato	0 0	0 0	6 0	0 0	6 0
		Kelly Johnson	0 0	0 0	3 0	0 0	3 0
		Leon Owen	0 0	0 0	1 0	0 0	1 0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Voice Operations	Romanza Hamblin Sorensen	0 0	2 0	14 0	2 0	18 0
		Assigned to Individual Total	0 0	4 0	44 0	3 0	51 0
	Voice/Data/WAN Services	Mike Johnson	0 0	0 0	2 0	0 0	2 0
		Spencer Blodgett	0 0	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	0 0	8 0	0 0	8 0
	Assigned Group Total		1 0	11 2	1,493 19	7 1	1,512 22
	Customer Company Total		1 0	11 2	1,493 19	7 1	1,512 22

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Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours				
			Critical	High	Low	Medium	ATTR Total
Workforce Services	Application Services	Bart Purser	0 0.00	0 0.00	3 0.58	0 0.00	3 0.58
		Danielle Hood	0 0.00	0 0.00	4 3.73	0 0.00	4 3.73
		Dustin Crump	0 0.00	0 0.00	9 1.28	0 0.00	9 1.28
		Ken Ainge	0 0.00	0 0.00	2 1.00	0 0.00	2 1.00
		Martin Gonzalez	0 0.00	0 0.00	2 4.45	0 0.00	2 4.45
		Terry Forsgren	0 0.00	0 0.00	4 12.30	0 0.00	4 12.30
		Tony Larsen	0 0.00	0 0.00	16 17.98	0 0.00	16 17.98
		Assigned to Individual Total	0 0.00	0 0.00	40 8.45	0 0.00	40 8.45
	Application Support - APEX	Dave Clark	0 0.00	0 0.00	1 0.98	0 0.00	1 0.98
		Assigned to Individual Total	0 0.00	0 0.00	1 0.98	0 0.00	1 0.98
	Application Support - Content Manager	Nate Olson	0 0.00	0 0.00	3 0.32	0 0.00	3 0.32

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Application Support - Content Manager	Randall Ottesen	0 0.00	0 0.00	1 0.46	0 0.00	1 0.46
		Assigned to Individual Total	0 0.00	0 0.00	4 0.36	0 0.00	4 0.36
	Application Support - Data Warehouse	Drew Maxfield	0 0.00	0 0.00	1 7.65	0 0.00	1 7.65
		Shana Woodall	0 0.00	0 0.00	1 0.15	0 0.00	1 0.15
		Assigned to Individual Total	0 0.00	0 0.00	2 3.90	0 0.00	2 3.90
	Application Support - DBA	Eric Swain	0 0.00	0 0.00	2 1.72	0 0.00	2 1.72
		Assigned to Individual Total	0 0.00	0 0.00	2 1.72	0 0.00	2 1.72
	Application Support - EFIND	Anhkim Le	0 0.00	0 0.00	1 0.61	0 0.00	1 0.61
		Assigned to Individual Total	0 0.00	0 0.00	1 0.61	0 0.00	1 0.61
	Application Support - EREP Data Processing	David Moffitt	0 0.00	0 0.00	1 2.52	0 0.00	1 2.52
		Assigned to Individual Total	0 0.00	0 0.00	1 2.52	0 0.00	1 2.52
	Application Support - IVR	Clay Peacock	0 0.00	0 0.00	1 1.59	1 1,878.30	2 939.94
		Shad Lords	0 0.00	0 0.00	1	0 0.00	1
		Assigned to Individual Total	0 0.00	0 0.00	2 1.59	1 1,878.30	3 939.94

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	0 0.00	1 0.29	0 0.00	1 0.29
		Assigned to Individual Total	0 0.00	0 0.00	1 0.29	0 0.00	1 0.29
	Application Support - Single Signon	Justin Miller	0 0.00	0 0.00	2 3.67	0 0.00	2 3.67
		Assigned to Individual Total	0 0.00	0 0.00	2 3.67	0 0.00	2 3.67
	Application Support - UWORKS	Eric Strong	0 0.00	0 0.00	9 2.39	0 0.00	9 2.39
		Jeff Pryor	0 0.00	0 0.00	4 1.70	0 0.00	4 1.70
		Shane Otvos	0 0.00	0 0.00	41 1.93	0 0.00	41 1.93
		Assigned to Individual Total	0 0.00	0 0.00	54 1.99	0 0.00	54 1.99
	Application Support - Web Dev	Chad Thompson	0 0.00	0 0.00	3 2.79	0 0.00	3 2.79
		Dave Clark	0 0.00	0 0.00	1 1.05	0 0.00	1 1.05
		Justin Miller	0 0.00	0 0.00	1 2.99	0 0.00	1 2.99
		Assigned to Individual Total	0 0.00	0 0.00	5 2.48	0 0.00	5 2.48
	Campus Networking	David Sedei	0 0.00	1 17.27	2 0.95	0 0.00	3 6.39
		Robert Ryan	1	0 0.00	0 0.00	0 0.00	1

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Campus Networking	Assigned to Individual Total	1 0.00	1 17.27	2 0.95	0 0.00	4 6.39
	Capitol Hosting	Curtis Parker	0 0.00	0 0.00	0 0.00	1 0.95	1 0.95
		Danny Black	0 0.00	0 0.00	1 5.39	0 0.00	1 5.39
		Kyle Burkhardt	0 0.00	0 0.00	1 1.91	0 0.00	1 1.91
		Assigned to Individual Total	0 0.00	0 0.00	2 3.65	1 0.95	3 2.75
	Customer Relationship Management	Brent Wimber	0 0.00	0 0.00	1 0.57	0 0.00	1 0.57
		Assigned to Individual Total	0 0.00	0 0.00	1 0.57	0 0.00	1 0.57
	Help Desk	Brenda Treadway	0 0.00	0 0.00	11 0.16	0 0.00	11 0.16
		Eileen Dubach	0 0.00	0 0.00	7 0.00	0 0.00	7 0.00
		James Stearns	0 0.00	1 0.00	5 0.00	0 0.00	6 0.00
		Julie VanBeekum	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
		None	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	0 0.00	9 0.07	0 0.00	9 0.07
		Assigned to Individual Total	0 0.00	1 0.00	36 0.07	0 0.00	37 0.07

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Metro A Desktop Support	Adam Staks	0 0.00	0 0.00	7 0.33	0 0.00	7 0.33
		Austin Schultz	0 0.00	0 0.00	9 0.11	0 0.00	9 0.11
		Burton Brown	0 0.00	0 0.00	1 0.30	0 0.00	1 0.30
		Diane Pfeifer	0 0.00	0 0.00	1 0.06	0 0.00	1 0.06
		Eric Sedgwick	0 0.00	0 0.00	9 0.14	0 0.00	9 0.14
		James Kammeyer	0 0.00	0 0.00	1 0.10	0 0.00	1 0.10
		Kraig Ellis	0 0.00	0 0.00	44 0.22	0 0.00	44 0.22
		Michael Barth	0 0.00	0 0.00	17 0.20	0 0.00	17 0.20
		Mike Beynon	0 0.00	0 0.00	23 0.12	0 0.00	23 0.12
		Robert Wall	0 0.00	0 0.00	4 0.23	0 0.00	4 0.23
		Tracy VanderVaart	0 0.00	0 0.00	23 0.08	0 0.00	23 0.08
		Assigned to Individual Total	0 0.00	0 0.00	139 0.17	0 0.00	139 0.17
	Metro A Help Desk	Ed Conrad	0 0.00	0 0.00	200 0.30	0 0.00	200 0.30
		Edward Fortner	0 0.00	0 0.00	130 0.15	0 0.00	130 0.15

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Metro A Help Desk	Liz Evans	0 0.00	0 0.00	167 0.11	1 0.22	168 0.11
		Assigned to Individual Total	0 0.00	0 0.00	497 0.20	1 0.22	498 0.20
	Metro A Hosting	Tom Carney	0 0.00	0 0.00	12 1.41	0 0.00	12 1.41
		Assigned to Individual Total	0 0.00	0 0.00	12 1.41	0 0.00	12 1.41
	Metro B Desktop Support	Anthony Booyse	0 0.00	0 0.00	7 0.18	0 0.00	7 0.18
		Bill Crowther	0 0.00	0 0.00	1 0.43	0 0.00	1 0.43
		Cindy Reed	0 0.00	0 0.00	1 0.13	0 0.00	1 0.13
		Jay Locker	0 0.00	0 0.00	5 0.35	0 0.00	5 0.35
		Mike Sine	0 0.00	0 0.00	1 0.04	0 0.00	1 0.04
		Mike Wilde	0 0.00	0 0.00	18 1.32	0 0.00	18 1.32
		Peter Musser	0 0.00	0 0.00	3 0.19	0 0.00	3 0.19
		Sean Chadbourne	0 0.00	0 0.00	2 0.18	0 0.00	2 0.18
		Stephanie Young	0 0.00	0 0.00	1 3.10	0 0.00	1 3.10
		Tyler Pearce	0 0.00	0 0.00	4 0.48	0 0.00	4 0.48

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Metro B Desktop Support	Assigned to Individual Total	0 0.00	0 0.00	43 0.77	0 0.00	43 0.77
	Metro B Help Desk	Gary Graham	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
		Todd Manning	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Val Shepherd	0 0.00	0 0.00	6 0.05	0 0.00	6 0.05
		Assigned to Individual Total	0 0.00	0 0.00	11 0.03	0 0.00	11 0.03
	Metro C Help Desk	Reed Stohel	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Hosting	Stuart Roundy	0 0.00	1 3.15	0 0.00	0 0.00	1 3.15
		Assigned to Individual Total	0 0.00	1 3.15	0 0.00	0 0.00	1 3.15
	Network Operations	Brian Chatwin	0 0.00	0 0.00	1 1.10	0 0.00	1 1.10
		Chris Green	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Dave Bodily	0 0.00	0 0.00	1 1.12	0 0.00	1 1.12
		Jared Elzinga	0 0.00	0 0.00	5 2.03	0 0.00	5 2.03
		Jesse Fausett	0 0.00	0 0.00	1 5.75	1 3.20	2 4.48

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Network Operations	Michael Ostrander	0 0.00	0 0.00	1 0.57	0 0.00	1 0.57
		Assigned to Individual Total	0 0.00	0 0.00	10 1.70	1 3.20	11 1.82
	Operations Production Control	Cal Brinton	0 0.00	0 0.00	21 0.02	0 0.00	21 0.02
		Christie Burnham	0 0.00	4 0.00	308 0.02	0 0.00	312 0.02
		Duane Hardy	0 0.00	0 0.00	16 0.16	0 0.00	16 0.16
		Assigned to Individual Total	0 0.00	4 0.00	345 0.02	0 0.00	349 0.02
	Rural Central Desktop Support	Jay Barfuss	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00
		Jeremy Standifird	0 0.00	0 0.00	6 1.18	0 0.00	6 1.18
		Jessica Purcell	0 0.00	0 0.00	12 0.00	0 0.00	12 0.00
		Paul Petersen	0 0.00	0 0.00	11 2.12	0 0.00	11 2.12
		Rod Montoya	0 0.00	0 0.00	39 0.14	0 0.00	39 0.14
		Ron LeBaron	0 0.00	0 0.00	9 0.14	0 0.00	9 0.14
		Todd Hardy	0 0.00	0 0.00	6 3.05	0 0.00	6 3.05
		Troy Morris	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Rural Central Desktop Support	Assigned to Individual Total	0 0.00	0 0.00	88 0.66	0 0.00	88 0.66
	Rural North Desktop Support	Dane Smith	0 0.00	0 0.00	2 0.11	0 0.00	2 0.11
		Don Higgs	0 0.00	0 0.00	12 1.75	0 0.00	12 1.75
		Kelly Warren	0 0.00	0 0.00	2 0.25	0 0.00	2 0.25
		Kim Ratuszniak	0 0.00	0 0.00	11 0.21	0 0.00	11 0.21
		Neil Smedley	0 0.00	0 0.00	9 1.29	0 0.00	9 1.29
		Rodney Peterson	0 0.00	0 0.00	6 1.47	0 0.00	6 1.47
		Ruston McKay	0 0.00	0 0.00	44 0.54	0 0.00	44 0.54
		Ryan Casey	0 0.00	0 0.00	5 0.19	0 0.00	5 0.19
		Wayne Higgs	0 0.00	0 0.00	8 0.75	0 0.00	8 0.75
		Assigned to Individual Total	0 0.00	0 0.00	99 0.74	0 0.00	99 0.74
	Rural South Desktop Support	Cheri Oldham	0 0.00	0 0.00	2 0.85	0 0.00	2 0.85
		Doug Thornton	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00
		Joel Finlinson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Rural South Desktop Support	Lance Nay	0 0.00	0 0.00	9 0.11	0 0.00	9 0.11
		Lane Adams	0 0.00	0 0.00	6 0.86	0 0.00	6 0.86
		Scott Jesienouski	0 0.00	0 0.00	12 0.16	0 0.00	12 0.16
		Assigned to Individual Total	0 0.00	0 0.00	34 0.29	0 0.00	34 0.29
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	0 0.00	1 2.63	0 0.00	1 2.63
		Assigned to Individual Total	0 0.00	0 0.00	1 2.63	0 0.00	1 2.63
	Voice Engineering	Julie Johnson	0 0.00	0 0.00	4 1.36	0 0.00	4 1.36
		Assigned to Individual Total	0 0.00	0 0.00	4 1.36	0 0.00	4 1.36
	Voice Operations	Gail Christiansen	0 0.00	2 0.35	17 1.16	1 0.39	20 1.04
		James Gifford	0 0.00	0 0.00	3 1.17	0 0.00	3 1.17
		Julie Sabato	0 0.00	0 0.00	6 0.26	0 0.00	6 0.26
		Kelly Johnson	0 0.00	0 0.00	3 0.62	0 0.00	3 0.62
		Leon Owen	0 0.00	0 0.00	1 1.12	0 0.00	1 1.12
		Romanza Hamblin Sorensen	0 0.00	2 0.24	14 0.85	2 0.33	18 0.73

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Voice Operations	Assigned to Individual Total	0 0.00	4 0.30	44 0.90	3 0.35	51 0.82
	Voice/Data/WAN Services	Mike Johnson	0 0.00	0 0.00	2 0.48	0 0.00	2 0.48
		Spencer Blodgett	0 0.00	0 0.00	6 1.06	0 0.00	6 1.06
		Assigned to Individual Total	0 0.00	0 0.00	8 0.92	0 0.00	8 0.92
	Assigned Group Total		1	11 1.96	1,492 0.60	7 269.10	1,511 1.93
Customer Company Total			1	11 1.96	1,492 0.60	7 269.10	1,511 1.93

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Workforce Services

Detail

INC000000427604	Zenaida Martinez	Telecom	Coverage Path	Telephone		TIR Missed: No	0.27
	Application Support - IVR	Clay Peacock	Workforce Services	Medium	Closed	TTR Missed: Yes	1878.30
INC000000453028	Kuuipo Malungahu	Application	Error	Computerized Unemployment B		TIR Missed: No	0.00
	Application Support - IVR	Shad Lords	Workforce Services	Low	Closed	TTR Missed: No	
INC000000574819	Debra Nordfelt	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000575232	Peggy Barton	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: Yes	61.51
INC000000575295	Sherry Bird	PC/Laptop	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: Yes	61.43
INC000000575327	Michele White-Milgate	PC/Laptop	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: Yes	61.23
INC000000576129	Linda Hansen	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	
INC000000576746	Anthony Kelly	Application	Error	Content Manager		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.84
INC000000576812	Marie Higgins	None	None	None		TIR Missed: No	0.16
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000577610	Annamarie Collins	PC/Laptop	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	
INC000000579233	Victoria Solares	PC/Laptop	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	
INC000000579654	Olga Cooper	PC/Laptop	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	
INC000000580914	Jerry Culwell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	2.35
INC000000581436	Shirley Hilton	Network	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	
INC000000581442	Carol Conti	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	
INC000000581449	Shirley Hilton	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.01

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INC000000582037	Joyce Henline	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.18
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: Yes	6.77
INC000000584136	Nancy Galt	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.15
	Network Operations	Michael Ostrander	Workforce Services	Low Closed	TTR Missed: No	0.57
INC000000584160	Debbie Garretson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Resolved	TTR Missed: No	0.10
INC000000584553	Mary Ann Keefer	Network	None	None	TIR Missed: No	0.61
	Network Operations	Jared Elzinga	Workforce Services	Low Closed	TTR Missed: No	3.65
INC000000584786	Jill Black	None	None	None	TIR Missed: No	0.04
	Application Services	Dustin Crump	Workforce Services	Low Closed	TTR Missed: No	0.08
INC000000585202	Sherry Tran	Application	Error	None	TIR Missed: No	0.52
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low Closed	TTR Missed: No	0.52
INC000000585249	Tami Huntington	None	None	None	TIR Missed: Yes	2.03
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Closed	TTR Missed: No	2.03
INC000000585405	Lynda Bonner	Application	Error	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.65
INC000000585437	Troy Lamb	Application	None	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: Yes	6.77
INC000000585567	Mary Gehman-Smith	Telecom	Coverage Path	Telephone	TIR Missed: No	0.20
	Voice Operations	Gail Christiansen	Workforce Services	Low Closed	TTR Missed: No	0.20
INC000000585812	Stephanie Bourdeaux	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	0.06
INC000000585825	Erin Hathaway	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.50
INC000000585830	Dave Laycock	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000585848	Eva Salazar	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000585853	Laurie Wittwer	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Workforce Services	Low Closed	TTR Missed: No	0.30
INC000000585858	Jayme Day	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.16
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	0.20
INC000000585873	Sally Egbert	None	None	None	TIR Missed: No	0.02
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low Closed	TTR Missed: No	0.03

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INC000000585889	Chad Elskamp	None	None	None		TIR Missed: Yes	2.89
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	2.96
INC000000585894	Jim Mansfield	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000585896	Harut Torosyan	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000585899	Paul Birkbeck	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000585900	Marcie Bell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	1.07
INC000000585908	Kathy Hayden	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.73
INC000000585931	Marge Rajski	Application	None	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	2.31
INC000000585939	Sherry Stevens	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000585951	Lisa Lynn	Application	Password	None		TIR Missed: No	0.29
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000585969	Bryce Booth	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000585975	Michael Hanley	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000585988	Reese Cooper	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000586016	Marcie Bell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000586046	Stephanie Harding	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	
INC000000586051	Bruce Lamb	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000586076	Karen Quackenbush	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.61
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	1.25
INC000000586095	Melody Farnsworth	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000586100	Stacey Joos	None	None	None		TIR Missed: No	0.24
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000586126	Betty J Cox	Application	None	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000586128	Eden Johnson	None	None	None		TIR Missed: No	0.50
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.87
INC000000586131	Danette Groesbeck	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000586156	Dena Nelson	Telecom	IP	Telephone		TIR Missed: No	0.04
	Voice Operations	Gail Christiansen	Workforce Services	High	Closed	TTR Missed: No	0.49
INC000000586180	Chris Williams	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000586183	Jimmy Smith	None	None	None		TIR Missed: No	0.39
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000586200	Kris Springer	PC/Laptop	Hardware	None		TIR Missed: No	0.22
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000586209	Julie Anderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000586220	Michael W Hansen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000586222	Tiffany Cruz	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000586223	Alisha Baker	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000586227	Alicia Rodgers	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000586275	Vanessa Washington	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000586278	Joann Wetzel	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000586299	Jennifer Meyer-Smart	Application	Error	WinZip		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.93
INC000000586308	Gail Reidling	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.15

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INC000000586334	Junie Anderson	Telecom	Coverage Path	Telephone		TIR Missed: No	0.46
	Application Support - IVR	Clay Peacock	Workforce Services	Low	Closed	TTR Missed: No	1.59
INC000000586338	Sonya Erickson	Application	Error	Utah Works		TIR Missed: No	0.04
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.81
INC000000586340	Traci Cahill	Network	None	None		TIR Missed: No	0.05
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000586342	Rick Little	None	None	None		TIR Missed: No	0.04
	Campus Networking	David Sedei	Workforce Services	High	Closed	TTR Missed: Yes	17.27
INC000000586349	Marie Higgins	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.42
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000586408	Darrell Wilson	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000586430	Teresa Gonzales	Application	Reporting	Content Manager		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000586441	Mary McConaughy	None	None	None		TIR Missed: No	0.50
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000586515	Lauri Green	None	None	None		TIR Missed: No	0.27
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000586520	Bonnie Sterrett	Application	None	Content Manager		TIR Missed: No	0.23
	Application Support - Content Manag	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000586527	Seth Balls	None	None	Utah Works		TIR Missed: No	0.06
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000586639	Shelly Riggs	PC/Laptop	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000586664	Matthew Jacobsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000586666	Nancy Galt	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000586681	Melodee Williams	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000586694	Gilda Castillo	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000586695	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000586706	Gina Boren	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000586709	Sherry Tran	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.48	
INC000000586733	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000586751	Jane Randquist	Application	Error	Novell Messenger		TIR Missed: No	0.00
Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	4.32	
INC000000586758	Marcie Bell	None	None	None		TIR Missed: No	0.30
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.60	
INC000000586760	Issa Moursal	Telecom	Voice Mail	None		TIR Missed: No	0.12
Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.80	
INC000000586770	Carol Lowman	None	None	Citrix ICA Client		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17	
INC000000586776	Tracy Lindquist	PC/Laptop	Password	None		TIR Missed: No	0.13
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.50	
INC000000586779	Jamie Guenon	None	None	None		TIR Missed: No	0.00
Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	0.30	
INC000000586789	Sally Egbert	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000586809	Nikki Cox	Application	Reporting	Microsoft Windows XP Professio		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05	
INC000000586810	Amanda Hopp	Application	Password	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.36	
INC000000586872	Fran Cannard	Telecom	Call Management	Telephone		TIR Missed: No	0.48
Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.49	
INC000000586885	Jessica Staker	None	None	None		TIR Missed: No	0.11
Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.11	
INC000000586886	Bryan Beckstrom	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.41	
INC000000586887	Piper Leon	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000586900	Melinda Hawker	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.79	

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INC000000586936	Penny Stevens	PC/Laptop	Performance	None		TIR Missed: No	0.20
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000586979	Son Chau	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587006	Alexandra Nigh	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000587007	Cindy Cutshall	None	None	None		TIR Missed: No	0.00
	Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	2.52
INC000000587008	Amanda Hopp	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587009	Paula Johns	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000587013	Pamela McIntyre	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587014	Fran O'Hare	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000587017	Lisa Roman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000587018	Dana Simper	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587020	Dan Marrs	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000587027	Lloyd Pendleton	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587028	Heather Knowlton	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000587029	Jaynee Kimber	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587036	Sarah Tolbert	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	4.86
INC000000587047	Kelley R Meredith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587051	Nikki Holt	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000587069	Kayleen Hansen Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587073	Debbie Sheldon Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587083	Ma'afala Koko Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587085	Shauna Havey Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587089	Robyn Thomas Metro A Help Desk	Application Ed Conrad	None Workforce Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000587103	Christina Dahn Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000587122	Siosiana Naupoto Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587132	Mary Gehman-Smith Metro A Desktop Support	None Diane Pfeifer	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.06 0.06
INC000000587147	Keith Burnett Metro A Desktop Support	Application Michael Barth	None Workforce Services	Microsoft Word Low	TIR Missed: No TTR Missed: No	0.29 0.56
INC000000587149	Jeff Webster Metro A Help Desk	Network Ed Conrad	None Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.78
INC000000587150	Sanobi Johnson Metro A Help Desk	Application Edward Fortner	Password Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.40 0.40
INC000000587169	David Chatterley Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000587174	Jolie Bevers Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587175	LaDawn Rivera Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587184	Eva Salazar Metro A Help Desk	Application Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.16
INC000000587187	Marie Higgins Rural North Desktop Support	Print/Copy/Scan/Fax Wayne Higgs	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.21
INC000000587192	Eva Salazar Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.18 0.18

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Workforce Services

INC000000587195	Jon Romero	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587203	Matthew Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587204	Ray Spray	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000587206	Jason Miller	Application	Error	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000587211	Ron Dunn	PC/Laptop	Hardware	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000587224	Rebecca D Anderson	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000587234	Valerie Argyle	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587249	Jeff Webster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587363	Katie Helm	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587389	Gregory Bates	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.97
INC000000587398	Heather Sawley	None	None	None		TIR Missed: No	0.36
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	High	Closed	TTR Missed: No	0.38
INC000000587408	Melinda Hawker	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: Yes	6.42
INC000000587413	Liz Lobato	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000587418	Marcie Bell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587429	Jamie Escobia	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000587436	Sepa Taula	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587443	Jaynee Kimber	Application	Password	Utah Master Directory		TIR Missed: Yes	2.85
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed: Yes	6.35

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INC000000587450	Michelle Bristol	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587455	Joseph Mitchell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587476	Alicia Rodgers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000587477	Lauri Green	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587488	Ler Wah	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000587496	Sue Strasburg	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000587530	Teri Brinkerhoff	Network	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000587545	James Mitchell	PC/Laptop	None	None		TIR Missed: Yes	1.27
	Rural South Desktop Support	Cheri Oldham	Workforce Services	Low	Closed	TTR Missed: No	1.48
INC000000587548	Lonny Marchbanks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000587569	Kristi Beckstead	Application	None	Novell GroupWise		TIR Missed: No	0.26
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	4.04
INC000000587578	Dorothy Williams	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000587591	Chelsey Merchant	None	None	None		TIR Missed: No	0.08
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	1.17
INC000000587621	Jennifer Domenici	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000587626	Brent Fife	PC/Laptop	None	None		TIR Missed: No	0.11
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000587632	Bruce Lamb	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000587635	Marion Davis	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000587640	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.15

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INC000000587649	Lani Nisbet	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	0.26
INC000000587665	Angela A Hansen	Application	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.10
INC000000587668	Rachael Lancaster	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
INC000000587672	Ler Wah	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.10
INC000000587682	Cheryl Bakker	PC/Laptop	Performance	None	TIR Missed: No	0.07
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Closed	TTR Missed: No	0.07
INC000000587683	Brian Richards	Network	Error	None	TIR Missed: No	0.25
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	0.54
INC000000587684	Christie Burnham	None	None	None	TIR Missed: No	0.22
	Metro A Hosting	Tom Carney	Workforce Services	Low Closed	TTR Missed: No	0.38
INC000000587697	Tricia Longest	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000587705	Anthony Baker	Network	Incident	None	TIR Missed: No	0.10
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	0.10
INC000000587720	Brent Fife	None	None	None	TIR Missed: No	0.07
	Metro A Desktop Support	Austin Schultz	Workforce Services	Low Closed	TTR Missed: No	0.07
INC000000587731	Jeff Webster	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000587736	Rebecca D Anderson	None	None	None	TIR Missed: No	0.00
	Voice Operations	Leon Owen	Workforce Services	Low Closed	TTR Missed: No	1.12
INC000000587737	Elizabeth Thorpe	Application	None	eFIND/eSHARE	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.08
INC000000587748	Jenine Wood	Application	Password	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.33
INC000000587764	Rachelle Rypien-Walker	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000587788	Becky Thacker	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000587790	Jeri Uresk	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low Closed	TTR Missed: No	

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INC000000587799	Stephanie Harding	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587805	Terry Hansen	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000587811	Shane Ross	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000587818	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587854	Bonnie Johnson	None	None	None		TIR Missed: No	0.79
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.79
INC000000587862	Cecilia Giron	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000587878	Heather Kelsey	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000587885	Jennifer Domenici	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000587921	Kim Wilcox	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000587986	Becky Vaitaki	Network	Error	Novell eDirectory		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000588091	Joseph Demma	None	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	1.55
INC000000588096	Tricia Longest	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000588097	David Moore	Application	None	None		TIR Missed: No	0.00
	Application Support - APEX	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	0.98
INC000000588098	Paula Johns	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.54
INC000000588103	Ann Durrant	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000588112	Barbara Bloomfield	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000588123	Mike Miller	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14

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INC000000588126	Grazyna Janeczko Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000588138	Mark Evans Metro A Help Desk	Application Edward Fortner	Error Workforce Services	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000588142	Joshua Hawkins Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000588147	James Stavros Metro A Help Desk	Application Liz Evans	Error Workforce Services	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000588149	Olga Cooper Application Services	None Ken Ainge	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.14 1.29
INC000000588164	Kent Naisbitt Metro A Help Desk	Application Ed Conrad	Error Workforce Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.29
INC000000588170	Glenna Matekel Metro A Help Desk	Application Liz Evans	Error Workforce Services	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000588184	Olga Cooper Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000588187	Lisa D Dowling Metro A Help Desk	Application Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.29
INC000000588190	Natasha Davis Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.03 0.60
INC000000588200	Heather Simonson Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000588209	Melinda Hawker Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.25
INC000000588211	Tonia Jones Metro A Desktop Support	Application Adam Staks	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000588217	Jackie Dalton Help Desk	Print/Copy/Scan/Fax Julie VanBeekum	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588256	Kelly Thornton Rural South Desktop Support	PC/Laptop Lance Nay	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588267	Kelly Green Metro A Help Desk	Print/Copy/Scan/Fax Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000588310	Vivian Brown Rural South Desktop Support	Print/Copy/Scan/Fax Scott Jesienouski	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.10 0.10

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INC000000588313	Joseph Knudson	None	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.14
INC000000588327	Lesieli Maumau	Application	Reporting	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.21
INC000000588330	Bradley Salmond	Application	None	Data Warehouse	TIR Missed: No	0.00
	Application Support - DBA	Eric Swain	Workforce Services	Low Closed	TTR Missed: No	1.18
INC000000588333	John Olson	Application	Error	Employee Gateway	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
INC000000588336	Brittney Hemingway	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000588346	Melissa Romero-McKean	None	None	None	TIR Missed: No	0.08
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	1.07
INC000000588351	Stacey Joos	Application	Error	Novell GroupWise 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000588356	Shane Ross	Application	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.05
INC000000588362	Lesieli Maumau	Print/Copy/Scan/Fax	None	Contributions Automated Tax System	TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	0.72
INC000000588382	Joe Salazar	Application	Error	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.72
INC000000588402	Richelle Surplus	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.04
INC000000588424	Kendrick Lafleur	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000588428	Diane Lovell	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
INC000000588430	Diane Lovell	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
INC000000588466	Diane Lovell	None	None	None	TIR Missed: No	0.05
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low Closed	TTR Missed: No	0.05
INC000000588476	Dixie Baughman	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000588480	Lane London	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00

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INC000000588488	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000588493	Melanie Kennedy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000588495	Janet Jolley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000588496	Dixie Baughman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000588506	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000588511	Dixie Baughman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000588545	Todd Bauerle	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000588548	Tracie Spears	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000588562	Heidi Lemon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000588568	Yvette Woodland	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	4.91
INC000000588607	Susan Munk	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000588636	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000588638	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000588713	Shantelle Roberts	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000588718	Casey Lance	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000588820	Gaylene Pebley	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000588821	Christine Mayne	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.45

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INC000000588838	Tracie Spears	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.04
INC000000588840	Christine Mayne	None	None	Novell ConsoleOne	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.05
INC000000588855	Shelley Esplin	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000588861	Christine Mayne	None	None	None	TIR Missed: No	0.16
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low Closed	TTR Missed: No	0.16
INC000000588867	Merrill Black	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000588871	Deb Coffey	None	None	None	TIR Missed: No	0.00
	Application Services	Dustin Crump	Workforce Services	Low Closed	TTR Missed: No	2.27
INC000000588874	Sepa Taula	None	None	None	TIR Missed: Yes	1.42
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	4.56
INC000000588878	Kathy Hayden	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000588879	Katriina Adair	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000588885	LaDawn Rivera	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000588892	Loggins Merrill	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000588906	Joyce Henline	Application	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low Closed	TTR Missed: No	3.10
INC000000588911	Rachael Lancaster	Application	Error	Novell Messenger	TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low Resolved	TTR Missed: No	5.82
INC000000588920	Leesa Winn	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000588934	Andrea Sutton	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000588942	Melanie Kennedy	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000588976	John Olson	Application	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	

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INC000000588990	Cindy Bertagnolli	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000588999	Danette Groesbeck	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000589040	Nikki Holt	Application	Error	None		TIR Missed: No	0.52
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	2.40
INC000000589048	Carol Thornhill	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589049	Valorie Pacheco	None	None	Microsoft Office Professional 20		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589058	Janet Gale	None	None	None		TIR Missed: No	0.01
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000589075	Oscar Molina	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589101	Bonnie Sterrett	None	None	None		TIR Missed: Yes	1.59
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	2.99
INC000000589112	Beckie Turner	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589118	Melanie Decker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589120	DeeDee Fleming	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000589125	Jody McMillan	None	None	None		TIR Missed: No	0.07
	Application Support - Data Warehot	Shana Woodall	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000589130	Mary McConaughy	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000589136	Clayton Cederlof	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589140	Danielle Clark	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589141	Joe Edman	PC/Laptop	Hardware	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000589143	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04

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INC000000589145	Carmen Torres	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589147	Lant Olsen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589148	Fay Tan	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589150	Sepa Taula	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589151	Jenny Clark	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589153	Paul Elliott	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589161	My Tran	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000589178	Lida Khoshal	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000589422	Pema Chagzoetsang	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000589436	Michael W Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589444	Pema Chagzoetsang	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589450	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589454	April Larsen	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589462	Kimberly Telford	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000589477	Ruth Dominguez	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000589490	Patrea Faulkner	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.15
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000589497	Fran Cannard	Telecom	Call Management	Telephone		TIR Missed: No	0.12
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.17

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INC000000589506	Cheryl Bakker	PC/Laptop	Performance	None		TIR Missed: No	0.09
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000589508	Kimberly Hancey	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.73
INC000000589539	Stella L Salazar	Telecom	Call/Receive	None		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Medium	Closed	TTR Missed: No	0.48
INC000000589565	Gerald Brown	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.41
INC000000589567	Jackie Nielson	Telecom	Call/Receive	None		TIR Missed: No	0.07
	Voice Operations	Gail Christiansen	Workforce Services	High	Closed	TTR Missed: No	0.22
INC000000589576	Barbara Garcia	PC/Laptop	Error	None		TIR Missed: No	0.15
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	0.93
INC000000589583	Isaac Collard	Application	Password	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	2.32
INC000000589587	Jennifer Domenici	None	None	None		TIR Missed: No	0.26
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.61
INC000000589591	Jason Miller	Application	Password	Utah Master Directory		TIR Missed: No	0.12
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000589612	De Ette Richards	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.66
	Application Services	Ken Ainge	Workforce Services	Low	Closed	TTR Missed: No	0.72
INC000000589619	Kari L Allen	PC/Laptop	Error	None		TIR Missed: No	0.35
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000589621	Karen Conley	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Terry Forsgren	Workforce Services	Low	Closed	TTR Missed: No	0.49
INC000000589627	Stella Lenzen	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000589633	Tamra Tyler	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000589635	Kathryn Grover	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000589637	Kari Marty	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589640	Caralee C Crye	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000589645	Teal Davis Metro A Help Desk	PC/Laptop Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000589646	Karen Shepherd Voice Operations	None Romanza Hamblin Sorensen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.51
INC000000589647	John Cone Metro A Help Desk	PC/Laptop Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000589650	Patrick Sandoval Metro A Help Desk	PC/Laptop Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000589651	Jenny Sweetland Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000589668	Shauna Vigil Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000589685	Happi Hansen Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000589691	Cecilia Giron Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000589715	Valerie Argyle Metro A Help Desk	Application Liz Evans	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	0.34 0.38
INC000000589717	Brittney M Woodland Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000589718	Martha Jensen Metro A Help Desk	Network Ed Conrad	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.99
INC000000589734	Martha Jensen Application Services	Application Bart Purser	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000589736	Shane ODell Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	0.08 1.31
INC000000589737	Tori Henson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589743	Carol Thornhill Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 7.77
INC000000589752	Patrea Faulkner Metro A Help Desk	Application Ed Conrad	None Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.44
INC000000589754	Kim Williams Rural North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.56

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INC000000589757	Joseph Demma	PC/Laptop	Password	iPhone		TIR Missed: No	0.08
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: No	1.97
INC000000589769	Juan Flores	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.84
INC000000589804	Michelle W Christensen	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000589836	Jonathan R Fatz	None	None	None		TIR Missed: No	0.29
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000589844	Shirley Hilton	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000589851	Kaylene Whicker	PC/Laptop	Hardware	None		TIR Missed: No	0.77
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	1.00
INC000000589853	Christine Mayne	None	None	None		TIR Missed: No	0.55
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	5.60
INC000000589854	Jody Sillitoe	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000589862	Connie Dumas	None	None	None		TIR Missed: No	0.57
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	2.17
INC000000589875	Sarah Pickard	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000589885	Bianca Glasker	Application	Error	Content Manager		TIR Missed: No	0.13
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	0.56
INC000000589889	Jerry Norton	Network	None	None		TIR Missed: No	0.29
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000589894	Chuong Nguyen	PC/Laptop	Error	None		TIR Missed: No	0.16
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000589898	Annamarie Collins	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000589901	Lisa D Dowling	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	2.26
INC000000589918	Danette Groesbeck	None	None	None		TIR Missed: No	0.29
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000589933	Shannon Anderson	None	None	None		TIR Missed: Yes	2.28
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.67

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INC000000589945	Jennifer Domenici	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589966	Rowena York	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000589977	Chris Witney	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.12
INC000000589980	Lisa Zaugg	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	3.37
INC000000589990	Earl Thompson	Application	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000589991	Colby Hargis	Wireless Connectivity	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000590000	Cindy Wood	Application	Error	Content Manager		TIR Missed: Yes	1.33
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	1.33
INC000000590008	Michelle Slaughter	Application	None	Novell Client for 32-bit Windows		TIR Missed: Yes	1.18
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	1.18
INC000000590015	Vivian Olson	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.64
INC000000590026	Janet Jolley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590041	Emily Keller	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590134	Jodie Gallegos	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590149	Kimberly Hancey	Application	Password	PGP		TIR Missed: No	0.29
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000590169	Kasia Tuaitanu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590184	Bobbi Sanchez	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000590187	Kris Springer	Application	None	PGP		TIR Missed: No	0.21
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000590188	Debra Mace	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.05

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INC000000590191	Gary Gibbs	Application	Error	None		TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000590197	Jeudi Chav	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590207	Lori Mair	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590221	Cassy Hahn	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000590235	Tony Granados	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000590237	Wayne Brickey	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000590243	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590245	Dallin Rempp	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590267	Jim Holman	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000590279	EasterSeals EasterSeals	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000590287	John Shrum	Application	Reporting	Utah Works		TIR Missed: Yes	3.91
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	3.95
INC000000590295	Teresa Meyer	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	5.63
INC000000590298	Jonathan Mathews	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	5.59
INC000000590332	Sarah Pullman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000590338	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590344	Jayne Kimmer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590382	James Stavros	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09

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INC000000590401	Kiersten Nielsen	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000590405	Marlene Seedall	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000590410	Christine Reyes	None	None	None		TIR Missed: No	0.34
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000590421	Jayne Kimber	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000590426	Michael W Hansen	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000590429	Bonnie Johnson	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Austin Schultz	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000590442	Craig Guerrero	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590444	Jodie Gallegos	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590448	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590496	Kris Springer	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.63
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000590512	Wayne Brickey	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590514	Caroline Harmon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590515	Brenda Jensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590517	Justin Simmons	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590520	Mary Lambert	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590521	Carol Cunningham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590522	Edwin Camacho	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000590523	Adriana Morgan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590524	Araueni Olivares	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590525	Guadalupe Porras	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590527	Liliana Lopez	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590528	Matthew Weeks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590530	Patsy Fraley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590532	Dalia Bruce	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590533	Eva Monroe	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590538	Debra Nordfelt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590541	Cory Olson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590542	Sara Stoffers	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590544	Darren Rogers	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590550	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	0.28
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	1.06
INC000000590595	CindaLee Hall	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: Yes	14.00
INC000000590611	Rick Brenkmann	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000590622	Brian Prettyman	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000590629	Kathryn Morrow	None	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	0.13

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INC000000590631	Jessica Staker Metro A Help Desk	Application Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000590659	Rick Little Metro A Desktop Support	PC/Laptop Kraig Ellis	Performance Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.65 0.74
INC000000590664	Gaylene Pebley Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000590667	Christine Mayne Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000590669	Johnny Bedore III Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000590672	Tene' Howell Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000590673	Chris Peterson Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000590674	Becky Chambers Application Support - UWORKS	Application Shane Otvos	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.83
INC000000590686	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590701	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590703	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590704	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590709	Debbie Sheldon Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590716	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590720	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590723	Cassidy Carter Metro A Help Desk	Print/Copy/Scan/Fax Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.39
INC000000590725	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000590728	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590746	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590747	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590748	Karen Shepherd	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590750	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590779	Shane Farr	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000590786	Darla Roberts	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	2.15
INC000000590789	Betty J Cox	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	2.12
INC000000590791	Susana Acero	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000590822	Jill Black	None	None	None		TIR Missed: No	0.19
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000590920	Sharraf Dajany	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590941	Jean Fisher	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590948	Nancy Galt	Application	Error	None		TIR Missed: No	0.00
	Voice Engineering	Julie Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000590974	Hanh Nguyen	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000590982	Kathryn Barrington	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000590994	Nancy Galt	None	None	None		TIR Missed: No	0.00
	Voice Engineering	Julie Johnson	Workforce Services	Low	Closed	TTR Missed: No	4.38
INC000000590998	Debra Slotboom	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.22

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INC000000591001	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	0.09
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.59
INC000000591007	Cathy Iriart	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000591013	Kathryn Barrington	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591023	Brian Peirce	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591033	Kelly Farley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591035	Diane Lovell	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591038	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591050	Annamarie Collins	PC/Laptop	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000591053	Rowena York	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591055	Darren Sheffer	Application	Reporting	Utah Works Web Site		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591061	Jo Jacobsen	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591071	Allen Penrod	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.45
INC000000591080	Bruce Lamb	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000591107	Thomas Paul	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591119	Stephanie Harding	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591123	Ralph Laub	Application	Password	DWS Intranet		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591124	Jeris Shira	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.64

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INC000000591129	Mitch Romo	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591152	Jeff Webster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591156	Karla Aguirre Klingenberg	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591163	Karla Aguirre Klingenberg	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591190	Rebecca D Anderson	None	None	None		TIR Missed: No	0.16
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000591196	Shirley Hilton	None	None	None		TIR Missed: No	0.98
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	1.28
INC000000591209	Nikita Gonnuscio	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000591210	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591214	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591217	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591221	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591226	Zachary Whitwell	None	None	None		TIR Missed: No	0.70
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.75
INC000000591242	Becky Chambers	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591247	Yvonne Krause	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000591257	Quinten Klingonsmith	None	None	None		TIR Missed: No	0.54
	Network Operations	Brian Chatwin	Workforce Services	Low	Closed	TTR Missed: No	1.10
INC000000591266	Brad Anderson	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.64
INC000000591269	Chris Gordon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000591271	Zachary Whitwell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000591292	Stella L Salazar	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000591301	Dorothy Hall	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591303	Jill Black	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000591306	Edna Razo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591307	Bruce Lamb	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591314	Rick Little	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	High	Closed	TTR Missed: No	0.00
INC000000591315	Paula Story	None	None	None		TIR Missed: No	0.64
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.64
INC000000591331	Leta Bailey	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591334	Eric Faulkner	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591347	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591355	Lorena Padilla	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591359	Elaine Jensen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000591361	Gina Boren	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591363	Melissa Atkin	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591364	Sandy L Jensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591384	Leta Bailey	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.43

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INC000000591386	Leta Bailey	Application	Error	Novell GroupWise 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	0.34
INC000000591392	Andy Mathis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000591396	Mary Roybal	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000591397	Debbie Olsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000591399	Pat Palmieri	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000591401	Martha Soto	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000591409	Clint Church	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000591427	Nathan Dopp	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000591432	Dave Laycock	Application	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000591437	Taylee Foulger	Network	Password	Active Directory	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.09
INC000000591444	Randi Bell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000591448	Jared Chamberlain	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000591456	Linda Wirtjes	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000591458	Katie Neal	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000591459	Marlene Seedall	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000591463	Natalie Young	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000591466	Dan Marrs	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00

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INC000000591474	Trudy Ellis	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000591476	Margie Mohler	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591483	Susana Acero	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591497	Marie Higgins	None	None	None		TIR Missed: Yes	1.63
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.63
INC000000591499	Joann Wetzel	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000591533	Heidi R Thomas	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	1.29
INC000000591536	Lance Olsen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591542	Anna Larson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000591552	Joellen Robbins	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591555	Lance Olsen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591565	Jolie Bevers	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000591608	Alexandra Nigh	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591649	Pam Malone	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591659	Jeremy Knowlden	None	None	None		TIR Missed: No	0.03
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000591671	Kay Hopkins	None	None	None		TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591676	Eric Martinson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000591679	Darci Burnett	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000591701	LeeAnn Glass	None	None	None		TIR Missed: Yes	1.05
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.38
INC000000591704	Aaron Aders	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591705	Andy Platt	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591706	James Stavros	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000591711	Shonie Barker	Telecom	Call Management	None		TIR Missed: No	0.13
	Voice Engineering	Julie Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.95
INC000000591713	Anna Dart	None	None	None		TIR Missed: No	0.24
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000591747	Jennifer Cunningham	None	None	None		TIR Missed: No	0.38
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000591753	Joanne Jacobsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591767	Kelly Green	None	None	None		TIR Missed: No	0.37
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000591776	Christine Mayne	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591781	Christine Mayne	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591782	Shelley Dial	None	None	None		TIR Missed: No	0.14
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.01
INC000000591785	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591787	Christine Mayne	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591799	Debbie Sparks	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.08
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	1.69
INC000000591807	Joann Wetzel	Application	None	None		TIR Missed: No	0.23
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000591813	Carl Downing	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000591840	Joann Wetzel	Application	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000591844	Christine Mayne	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591848	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591855	Pamela Werner	None	None	None		TIR Missed: No	0.07
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000591884	Patricia Oneil-Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000591886	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591889	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591890	Kasey Ramsey	Telecom	Call Management	Telephone		TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000591896	Jennifer Reynolds	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591902	Mary Gehman-Smith	Telecom	Call/Receive	Telephone		TIR Missed: No	0.26
	Voice Operations	James Gifford	Workforce Services	Low	Closed	TTR Missed: No	0.92
INC000000591917	Lindsey Mattinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591918	Shane Farr	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000591920	Tamie Turcasso	None	None	None		TIR Missed: No	0.28
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	0.28
INC000000591921	Tamie Turcasso	None	None	None		TIR Missed: No	0.34
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	0.34
INC000000591929	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000591979	Zachary Whitwell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000591988	Tori Henson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12

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INC000000591999	Cheree White	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000592003	Brad V Bailey	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.03
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000592012	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592020	Connie Dumas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592025	Tammy M Cole	Application	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000592034	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592042	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592047	Melissa Schneller	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592048	Christine Mayne	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592053	Christine Mayne	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592062	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592072	Rachael Lancaster	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.48
INC000000592090	Christi Seger	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000592112	Jerry Norton	Application	None	Internet Explorer		TIR Missed: No	0.17
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000592135	Dawn Harris	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592271	Mickey Tabor	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592272	Illeen Beck	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000592276	Amber Trussell Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592280	William Dupaix Metro A Desktop Support	PC/Laptop Kraig Ellis	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592300	Raymond Caldwell Metro A Desktop Support	PC/Laptop Kraig Ellis	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.10 0.10
INC000000592315	Laurel Morris Voice Engineering	Telecom Julie Johnson	Call Management Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592317	Teresa Gonzales Operations Production Control	None Cal Brinton	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592323	Andrea Henderson Application Support - UWORKS	Application Eric Strong	None Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	2.36 2.36
INC000000592332	Charles Amonett Voice Operations	Application Julie Sabato	Error Workforce Services	Avaya CentreVu Supervisor Low	TIR Missed: No TTR Missed: No	0.00 0.75
INC000000592334	Tami Huntington Voice Operations	Telecom Gail Christiansen	None Workforce Services	None Medium	TIR Missed: No TTR Missed: No	0.39 0.39
INC000000592335	Mark Allen Peterson Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.24
INC000000592346	Cyndy McKenzie Rural North Desktop Support	Network Don Higgs	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 5.97
INC000000592349	Marie Higgins Rural North Desktop Support	None Wayne Higgs	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.27 2.82
INC000000592351	Carlina Cubias-Garcia Metro A Help Desk	Network Edward Fortner	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592356	Kathy Hayden Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592358	Rhonda Shah Metro A Help Desk	Application Edward Fortner	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.07 0.61
INC000000592362	Darla Roberts Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592370	Benjamin Hart Metro A Help Desk	Application Ed Conrad	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.18
INC000000592382	Becky Chambers Metro A Help Desk	Application Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.21

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INC000000592408	Penny Stevens	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000592427	Rhonda Shah	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592429	Oscar Molina	Application	Reporting	Utah Works		TIR Missed: No	0.09
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000592456	Ronda Kelly	Application	Error	Avaya CentreVu Supervisor		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000592461	Brian A Eldridge	Telecom	Voice Mail	None		TIR Missed: No	0.28
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000592464	Brian Thatcher	Application	None	Collection Management System		TIR Missed: No	0.27
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000592479	Karen Quackenbush	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000592481	Debbie Sheldon	Application	Error	Novell GroupWise		TIR Missed: No	0.09
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000592486	Michael McCluskey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000592491	Kathleen Leiker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000592500	Jann Levitre	None	None	None		TIR Missed: No	0.02
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000592519	Darlean Jensen	Telecom	None	Telephone		TIR Missed: No	0.24
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000592520	Marta Polanco	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592521	Tanya Wilson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	5.78
INC000000592531	Karen Ojeda	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000592539	Timothy Chamberlain	Application	Error	Adobe Reader		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000592551	Karen Quackenbush	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02

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INC000000592558	Brent Fife	None	None	None		TIR Missed: Yes	20.40
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: Yes	20.40
INC000000592583	Michelle Slaughter	None	None	None		TIR Missed: No	0.27
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.61
INC000000592589	Sandy L Jensen	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000592603	Lori Fox-Bush	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	3.05
INC000000592608	Sue Ann Heino	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000592617	Rhonda Shah	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592626	Gabby Calero	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592636	Gabby Calero	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592646	Gabby Calero	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.93
INC000000592653	Sherry Tran	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000592665	Deborah Servis	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000592670	Lane Anderson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592678	Melody Harkwright	None	None	None		TIR Missed: Yes	4.95
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	4.95
INC000000592686	Samuel Hendricksen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000592693	Samuel Hendricksen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000592697	Leigh Page	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592701	Cassandra Pickle	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.05

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INC000000592704	Clint Gray	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000592708	Angela A Hansen	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000592721	Anne Gilbert	None	None	None	TIR Missed: Yes	2.67
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low Closed	TTR Missed: No	2.71
INC000000592730	Leeann Herndon	Telecom	None	Telephone	TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low Closed	TTR Missed: No	0.54
INC000000592779	Mary Roybal	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.14
INC000000592784	Anthony Baker	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.12
INC000000592786	Jill Mecham	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.12
INC000000592800	Beckie Turner	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000592804	Kathy Hopkinson	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	0.19
INC000000592841	Melanie Merrill	None	None	None	TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.02
INC000000592853	Vivian Holmes	Application	Password	eFIND/eSHARE	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.25
INC000000592867	Janice Nelson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.06
INC000000592880	Janet Jolley	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.09
INC000000592883	Natalie Young	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.04
INC000000592888	Janice Nelson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000592912	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000592914	Grant Johnson	Application	Error	Gmail	TIR Missed: No	0.75
	Application Services	Danielle Hood	Workforce Services	Low Closed	TTR Missed: Yes	7.86

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INC000000592923	Steven Coray	None	None	None		TIR Missed: No	0.52
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000592933	Tene' Howell	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000592936	Ryan Burton	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: Yes	6.28
INC000000592944	Susan Etzel	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593042	Valerie Martin	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593055	Darija Cerninski	Network	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593064	Illeen Beck	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000593067	Leann Robinson	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000593084	Richard Moysh	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593090	Sonya Erickson	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000593093	Dora Ward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593119	Martha Jensen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000593124	Nikita Gonnuscio	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593126	Cassy Hahn	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000593128	Dora Ward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593132	Thomas Longmore	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000593139	Danele Cebrowski	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000593144	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593166	Lani Nisbet	PC/Laptop	Performance	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000593196	Heather Fidler	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.59
INC000000593217	Lynn Thomas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000593238	Gerald Brown	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000593268	Shirley Hilton	None	None	None		TIR Missed: Yes	3.53
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: Yes	6.24
INC000000593271	Kathryn Murdock	None	None	None		TIR Missed: No	0.38
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000593298	Jaynee Kimber	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593305	Sally Egbert	Application	Password	Utah Master Directory		TIR Missed: No	0.58
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.61
INC000000593315	Dennie Tsuya	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000593336	Trish West	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000593338	Carol Lowman	None	None	None		TIR Missed: Yes	1.42
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	1.60
INC000000593358	Ryan Burton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593365	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593367	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593368	Sean Pickett	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593369	Craig Guerrero	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000593375	Timothy Holm	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000593378	Mary McConaughy	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000593384	Teresa Meyer	PC/Laptop	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low Resolved	TTR Missed: No	2.97
INC000000593388	Alana Boscan	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
INC000000593389	Gaylene Pebley	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.11
INC000000593419	Carrie Tenifa	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000593440	Tracie Spears	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.56
INC000000593445	Andrea Henderson	Application	Error	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.81
INC000000593478	Connie Smith	PC/Laptop	Password	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low Closed	TTR Missed: No	0.67
INC000000593485	Lisa Zaugg	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000593533	Cecilia Giron	PC/Laptop	None	None	TIR Missed: No	0.01
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low Closed	TTR Missed: Yes	6.32
INC000000593534	Donna Ferrozzo	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.13
INC000000593552	Dorothy Hall	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.39
INC000000593560	Janet Gale	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
INC000000593596	Joyce Henline	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000593599	Janene Pearce	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000593614	Janet Gale	None	None	None	TIR Missed: No	0.17
	Application Support - Content Manag	Nate Olson	Workforce Services	Low Closed	TTR Missed: No	0.17

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INC000000593621	Kris Bradley	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000593622	Michele Cuburu	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000593623	Ashley Johnson	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000593639	Rachael Stewart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593648	Joann Wetzel	None	None	None		TIR Missed: No	0.63
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.76
INC000000593656	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593668	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593681	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593694	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593728	Daniel Herbert-Voss	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593735	Vanessa Washington	None	None	None		TIR Missed: No	0.00
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000593750	Jolie Bevers	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593775	Tricia Fuhrman	None	None	None		TIR Missed: No	0.00
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000593777	Dereje Shawl	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000593781	Teri Brinkerhoff	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000593783	Grazyna Janeczko	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000593799	Phay Panh	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	1.55

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INC000000593812	Tricia Fuhrman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593822	Annette Golom	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.31
INC000000593834	Lauren Barker	None	None	None		TIR Missed: No	0.53
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.53
INC000000593857	Kathy Koller	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.07
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000593858	Shelley Dial	Telecom	Feature	Telephone		TIR Missed: No	0.11
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	1.37
INC000000593859	Nikita Gonnuscio	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000593865	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593872	Michelle Bristol	Telecom	Call/Receive	Telephone		TIR Missed: No	0.36
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	1.78
INC000000593885	Lesnie Foster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593957	Michele Tuttle	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000593964	Debbie Stavros	Telecom	Hardware	Telephone		TIR Missed: No	0.34
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	5.87
INC000000593987	Shane Young	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000593991	Fran Cannard	Telecom	Call Management	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	High	Resolved	TTR Missed: No	0.09
INC000000593994	Chris Kamens	Application	Reporting	Microsoft Excel		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.32
INC000000594015	Solomon Scheidell	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.71
INC000000594028	Darija Cerninski	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594040	Helen Hanson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000594064	Alyshia Jenkins	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000594115	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594120	Shane Young	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000594136	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594138	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594140	Christine Mayne	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594144	Kimberly Telford	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000594145	Anna Rodriguez	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594148	Lauryn Miller	None	None	None		TIR Missed: No	0.05
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000594156	Karen Quackenbush	None	None	None		TIR Missed: No	0.31
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000594159	Rebecca Farnsworth	PC/Laptop	Performance	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000594160	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594162	Shane Young	None	None	None		TIR Missed: Yes	2.27
	Application Support - DBA	Eric Swain	Workforce Services	Low	Closed	TTR Missed: No	2.27
INC000000594165	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594175	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594180	Carie Burnham	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000594188	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000594190	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594192	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594217	Shelly Ivie	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594221	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594233	Jason J Burton	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594243	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594245	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594254	Chris Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594259	Grazyna Janeczko	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000594295	Sherrie Reed	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594326	Carol Thornhill	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594331	Jon Romero	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594341	Michelle Slaughter	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594379	Lisa Weinmuller	Network	Password	Cisco Network Assistant		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000594419	Daniel Herbert-Voss	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594427	Dorothy Williams	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594431	Kayleen Hansen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000594433	Kristie Mikstas	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594437	Craig Guerrero	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594439	Cherice Bridges	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594446	Melissa Romero-McKean	Application	None	None		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	2.52
INC000000594450	Illeen Beck	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Chris Green	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594465	Leigh Page	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594473	Karen Quackenbush	Telecom	Voice Mail	Telephone		TIR Missed: No	0.03
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000594494	Lori Fox-Bush	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594500	Lori Fox-Bush	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594503	Lori Fox-Bush	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594505	Kimberly Day	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594506	Lori Fox-Bush	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594509	Amy Lowe	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594510	Andrea Henderson	None	None	None		TIR Missed: No	0.19
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.42
INC000000594521	Illeen Beck	None	None	None		TIR Missed: No	0.23
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000594530	Nicole Butkovich	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000594562	Carol Warby	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.45

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INC000000594589	Paula Ferrario	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594595	Janene Pearce	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594598	Ryan Peterson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594602	Bonnie Johnson	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000594612	Cathy Paiz	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594614	Wendy L Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.29
INC000000594621	Dean Harrison	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594625	Julia Story	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594638	Matthew Weeks	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000594653	Rebecca Sangberg	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.33
INC000000594689	Bryan Kessinger	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000594690	DeeDee Fleming	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594703	Nancy Robison	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.43
INC000000594723	Debra Nordfelt	None	None	None		TIR Missed: No	0.14
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000594730	Jeri Uresk	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594737	Maugasola Tua	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000594738	John Shrum	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000594750	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594757	Suzie Yeates	PC/Laptop	Hardware	None		TIR Missed: No	0.11
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.39
INC000000594764	Kalani Huber	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000594789	Michael Barrett	None	None	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594795	Phillip Redlinger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594813	Becky Vaitaki	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	3.03
INC000000594823	Yvette Woodland	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000594871	Lynda Bonner	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000594875	Sherrie Reed	Network	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000594891	Janice Bitsoie	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594896	Melissa Romero-McKean	None	None	None		TIR Missed: No	0.39
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	0.39
INC000000594904	Annette Ward	Application	Error	Gmail		TIR Missed: No	0.21
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.58
INC000000594915	Leslie Shortt	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000594916	Johnny Bedore III	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000594917	BK Keown	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	1.90
INC000000594920	Paula Tinoco	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594949	Margo Weeks	Telecom	Call/Receive	Telephone		TIR Missed: No	0.11
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.11

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INC000000594953	Tony Granados	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000594977	Sally J Critchlow	None	None	Utah Works		TIR Missed: No	0.37
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.59
INC000000595006	Linda Wirtjes	Telecom	None	None		TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595010	Kristan Hall	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000595025	Tori Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595052	Janet Jolley	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	0.81
INC000000595058	Rebecca Weston	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595071	Wolfe Janos Carpenter	None	None	None		TIR Missed: No	0.57
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.57
INC000000595075	Sovanna Nuon	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595109	Lauri Green	Application	None	None		TIR Missed: No	0.00
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Resolved	TTR Missed: No	1.05
INC000000595110	Tracie Spears	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Resolved	TTR Missed: No	0.39
INC000000595115	Jamar Lee	None	None	None		TIR Missed: Yes	1.71
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.15
INC000000595120	Joel Finch	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000595123	Sanobi Johnson	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000595128	Kathy Bounous	None	None	None		TIR Missed: No	0.27
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.27
INC000000595160	Doyle Bender	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000595162	Dyanna Butterworth	Application	Reporting	Avaya IP Softphone		TIR Missed: No	0.47
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.47

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INC000000595171	Alleyn Kinney Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Microsoft Excel Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.38
INC000000595174	Eden Johnson Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.11
INC000000595190	Robert Chambers Metro A Desktop Support	Application Tracy VanderVaart	None Workforce Services	Internet Explorer Low	TIR Missed: No Resolved TTR Missed: No	0.29 0.29
INC000000595203	Liz Lobato Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.05
INC000000595231	Becki Bryce Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.25
INC000000595239	Lauri Green Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.23
INC000000595271	Nikki Holt Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000595278	Andrea Henderson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.52
INC000000595303	Lida Khoshal Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Cisco AnyConnect VPN Client Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.28
INC000000595308	Paula Bowen Metro A Help Desk	Application Liz Evans	Error Workforce Services	Gmail Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.29
INC000000595310	Amie Graff Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.10
INC000000595313	Ali Rasheed Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.11
INC000000595323	Alyshia Jenkins Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000595324	Roberta Ivankovich Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000595328	Natalie Alejandre Metro A Help Desk	Application Ed Conrad	Error Workforce Services	BlueZone Low	TIR Missed: No Resolved TTR Missed: No	0.20 1.04
INC000000595364	June Bradfield Metro A Help Desk	Application Ed Conrad	Error Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.37
INC000000595365	Melinda Adams Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00

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INC000000595367	Jonathan Parrish	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595370	Jayne Kimmer	None	None	None		TIR Missed: Yes	1.91
	Capitol Hosting	Kyle Burkhardt	Workforce Services	Low	Resolved	TTR Missed: No	1.91
INC000000595371	Teal Davis	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595376	Alana Boscan	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000595377	Marilu Uribe	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000595381	Timothy Dye	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.42
INC000000595390	Samuel Hendricksen	None	None	None		TIR Missed: No	0.58
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.85
INC000000595392	Karen Conley	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000595396	Trudy Ellis	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000595413	Faye Hubbard	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000595417	Tina Rincon	Telecom	Voice Mail	None		TIR Missed: No	0.24
	Voice Operations	Julie Sabato	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000595420	Timothy Dye	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595421	Timothy Dye	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595422	Timothy Dye	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595423	Timothy Dye	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595425	Timothy Dye	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595426	Timothy Dye	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000595428	Timothy Dye	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595429	Timothy Dye	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595430	Timothy Dye	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595431	Timothy Dye	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595432	Timothy Dye	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595433	Timothy Dye	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595570	Mandy Blauer	None	None	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Workforce Services	Low	Resolved	TTR Missed: No	1.39
INC000000595573	Michelle Phillips	Network	Performance	None		TIR Missed: No	0.00
	Network Operations	Jesse Fausett	Workforce Services	Medium	Resolved	TTR Missed: No	3.20
INC000000595574	Mary Ann Keefer	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Workforce Services	Low	Resolved	TTR Missed: No	2.39
INC000000595577	Rebecca Weston	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.98
INC000000595605	Leslie Shortt	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595609	Sherry Stevens	None	None	None		TIR Missed: Yes	1.27
	Application Services	Danielle Hood	Workforce Services	Low	Resolved	TTR Missed: No	2.71
INC000000595612	Brett McEachern	None	None	None		TIR Missed: Yes	1.23
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	1.77
INC000000595616	William Dupaix	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000595631	Richelle Surplus	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595648	Eric Martinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595666	Kathryn Grover	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.37

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INC000000595689	Phay Panh	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595711	Robert Van Vliet	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000595715	Mandy Blauer	None	None	None		TIR Missed: Yes	1.69
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	1.69
INC000000595725	Carlos Arroyo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595733	Tammy M Cole	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595739	Stephen Manzione	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000595743	Stephanie Trappett	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595745	Jared Fowers	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595748	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595754	Annamarie Collins	Application	Error	Citrix ICA Client		TIR Missed: Yes	44.03
	Application Services	Terry Forsgren	Workforce Services	Low	Resolved	TTR Missed: Yes	44.08
INC000000595755	Lida Khoshal	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000595764	Rachel Gleason	None	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	1.86
INC000000595765	Stephen Nebeker	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000595767	Ivanova Fuller	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000595777	Julie Aa Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595791	Leilani Palmer	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	1.08
INC000000595799	Shantelle Roberts	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000595805	Robin Herrera	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000595824	Kristan Hall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595827	Casey Erickson	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.14
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000595834	Matthew Larson	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.16
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000595843	Leann Robinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000595845	Nicola Stark	None	None	None		TIR Missed: No	0.25
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.48
INC000000595849	Christine Mayne	Application	Password	Java Media Framework		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000595851	Sheila Fry	Application	Password	None		TIR Missed: No	0.00
	Application Services	Terry Forsgren	Workforce Services	Low	Resolved	TTR Missed: No	3.61
INC000000595869	Kevin burt	Application	None	Gmail		TIR Missed: Yes	1.47
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: No	2.63
INC000000595873	Dave Laycock	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000595880	Chris Holman	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000595888	Tiffany Turley	None	None	None		TIR Missed: No	0.07
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: No	0.68
INC000000595909	Edith Te'o	Application	Password	Kofax ImageControls		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000595927	Matthew Weeks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595929	David Baldwin	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595945	Eva Monroe	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000595953	Edwin Camacho	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000595955	Edwin Camacho	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000595983	Gordon J Heaps	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.23
INC000000595999	Leta Bailey	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	4.21
INC000000596014	Valerie Argyle	None	None	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Workforce Services	Low	Resolved	TTR Missed: No	0.63
INC000000596031	Gail Boyd	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000596033	Jill Black	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.44
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.96
INC000000596034	Trevor Cole	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000596040	Sameera Iqbal	Telecom	Voice Mail	Telephone		TIR Missed: No	0.26
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000596062	Rhonda Wilkinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000596109	Jennifer Asplund	Application	Error	Content Manager		TIR Missed: No	0.08
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000596115	Eden Johnson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000596120	Shelley Esplin	Telecom	None	None		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	1.35
INC000000596160	Rhonda Wilkinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000596181	Vivian Olson	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000596200	Deni Swanger	None	None	None		TIR Missed: Yes	1.79
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	1.79
INC000000596203	Amber Hadley	None	None	None		TIR Missed: No	0.08
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000596204	Kaylee Ashdown	None	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Mike Sine	Workforce Services	Low	Resolved	TTR Missed: No	0.04

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INC000000596209	Beverly Dunn	Network	None	Kofax ImageControls	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.12
INC000000596230	Tricia Mecham	None	None	Novell GroupWise	TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Workforce Services	Low Resolved	TTR Missed: No	0.12
INC000000596232	Sara Stoffers	None	None	Novell GroupWise	TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Workforce Services	Low Resolved	TTR Missed: No	0.37
INC000000596247	Emmalee Hunt	Application	Password	eFIND/eSHARE	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.24
INC000000596263	Jayne Kimmer	Application	Error	BlueZone	TIR Missed: No	0.06
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.21
INC000000596276	Michele Cuburu	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000596340	Lisa Weinmuller	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000596344	Ryan C Johnson	None	None	None	TIR Missed: No	0.00
	Network Operations	Jeff Reed	Workforce Services	Low Resolved	TTR Missed: N/A	
INC000000596365	Shelley Dial	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000596375	Wendy L Smith	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low Resolved	TTR Missed: No	0.74
INC000000596377	Kayleen Hansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000596389	Ben Mortensen	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000596411	Julie Aa Anderson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000596423	Jackie Dalton	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000596425	Worthy Glover Jr	Software	Application	Microsoft Excel	TIR Missed: No	0.23
	Rural South Desktop Support	Cheri Oldham	Workforce Services	Low Resolved	TTR Missed: No	0.23
INC000000596470	Maryana Valles	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000596473	Edith Te'o	Application	Password	Kofax ImageControls	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.68

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INC000000596497	Carrie Tenifa	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000596511	Jennika Sheldon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000596515	Jolie Jacobsen	None	None	None		TIR Missed: No	0.07
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000596518	Vivian Olson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.53
INC000000596521	Darci Burnett	Network	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000596524	Sallie Muir	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000596525	Robert Birkinshaw	None	None	None		TIR Missed: No	0.23
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000596532	Carolyn Parsons	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000596536	Jennifer Wright	None	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Cindy Reed	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000596537	Erica Pryor	Application	Reporting	Computerized Unemployment B		TIR Missed: No	0.40
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.52
INC000000596547	David Monge	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.63
INC000000596557	Jolie Jacobsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.39
INC000000596561	Irene Fossat	Telecom	IP	Telephone		TIR Missed: No	0.34
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.34
INC000000596565	Clyde D Hansen	Telecom	IP	None		TIR Missed: No	0.28
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.28
INC000000596573	Kristi Lujan	Telecom	Conference	Telephone		TIR Missed: No	0.69
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.69
INC000000596578	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000596591	Donald Senter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000596592	Reanna Yates	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000596597	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Campus Networking	Robert Ryan	Workforce Services	Critical	Resolved	TTR Missed: No	
INC000000596601	Mark Nicoll	Application	Error	eFIND/eSHARE		TIR Missed: No	0.04
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.36
INC000000596608	Vincent Charles Benedict	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.27
INC000000596620	Mary Ann Lawson	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.56
INC000000596641	Brodie Panter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000596653	Dixie Baughman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000596658	Brent Fife	None	None	None		TIR Missed: No	0.57
	Customer Relationship Managemer	Brent Wimber	Workforce Services	Low	Resolved	TTR Missed: No	0.57
INC000000596659	Jerry Norton	None	None	None		TIR Missed: No	0.23
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	5.75
INC000000596661	Brenda Johnson	Telecom	Dial Tone	None		TIR Missed: No	0.60
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.60
INC000000596664	Tammy M Cole	None	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	1.85
INC000000596670	Carrie Peterson	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000596673	Kristi Beckstead	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.75
INC000000596679	Carl Downing	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000596694	Debbie Stavros	Telecom	None	None		TIR Missed: Yes	2.83
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	2.83
INC000000596722	Lori Fox-Bush	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000596723	Lori Fox-Bush	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000596794	Matthew Goodman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000596804	Toni C Ansel	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000596839	Brent Fife	None	None	None	TIR Missed: No	0.02
	Metro A Desktop Support	Austin Schultz	Workforce Services	Low Resolved	TTR Missed: No	0.02
INC000000596841	Brent Fife	None	None	None	TIR Missed: No	0.02
	Metro A Desktop Support	Austin Schultz	Workforce Services	Low Resolved	TTR Missed: No	0.02
INC000000596855	Carl Downing	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.28
INC000000596864	Kathryn Murdock	None	None	None	TIR Missed: Yes	1.65
	Network Operations	Jared Elzinga	Workforce Services	Low Resolved	TTR Missed: No	2.08
INC000000596870	Annette Ward	None	None	None	TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Resolved	TTR Missed: No	0.02
INC000000596878	Jennifer Lee Nelson	Application	Password	Kofax ImageControls	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.07
INC000000596882	Kasia Tuaitanu	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.23
INC000000596900	Cathleen McKenzie	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.25
INC000000596988	Mary Roybal	Network	Performance	None	TIR Missed: No	0.00
	Network Operations	Jesse Fausett	Workforce Services	Low Resolved	TTR Missed: No	5.75
INC000000596992	Vanna Chav	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.05
INC000000596995	Jennifer Doxey	Application	Password	eFIND/eSHARE	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.09
INC000000596996	Susan Kolthoff	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000596998	Susan Kolthoff	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000597002	Brent Fife	None	None	None	TIR Missed: No	0.06
	Metro A Desktop Support	Austin Schultz	Workforce Services	Low Resolved	TTR Missed: No	0.06
INC000000597004	My Tran	None	None	None	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low Resolved	TTR Missed: No	2.22

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INC000000597017	Gill Johns-Young	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000597026	Toni Sierra	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597038	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597049	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597056	Sarah Pullman	Application	None	Avaya CentreVu Supervisor		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	0.96
INC000000597077	Jason Miller	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000597080	Michelle Viertel	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000597109	Darijana Kovacevic	Telecom	None	None		TIR Missed: No	0.46
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	0.46
INC000000597124	Abdi Sheikh	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.39
INC000000597131	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597141	Kristan Hall	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597184	Mary Ann Keefer	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	3.44
INC000000597191	Melissa Romero-McKean	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597232	Emily Keller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597252	Melanie Barker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597257	Sepa Taula	PC/Laptop	Hardware	None		TIR Missed: No	0.06
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.36
INC000000597261	Kimber Burks	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.98

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INC000000597304	Holly Tanner	Application	None	None		TIR Missed: No	0.13
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.91
INC000000597339	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000597344	Amira Mijic	Telecom	Feature	Telephone		TIR Missed: No	0.24
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Resolved	TTR Missed: No	0.72
INC000000597345	Maya Rizal	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.27
INC000000597366	Chris Gordon	Network	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.48
INC000000597405	Katherine Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.68
INC000000597419	Jonathan Parrish	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.53
INC000000597430	Dave Laycock	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.33
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.81
INC000000597434	Melissa Daymont	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	1.13
INC000000597436	Jonathan Parrish	Application	Error	Avaya IP Softphone		TIR Missed: No	0.26
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.41
INC000000597443	Tiffany Hagan	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000597448	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597452	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597453	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597454	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597455	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597464	Allen Penrod	Network	Password	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.05

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INC000000597466	Michelle Viertel	Application	Error	State Payroll System	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	0.03
INC000000597474	Gordon J Heaps	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.52
INC000000597476	Kirk Olson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Desktop Support	Austin Schultz	Workforce Services	Low Resolved	TTR Missed: No	0.49
INC000000597481	Shirley Hilton	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	1.93
INC000000597496	Susan Kolthoff	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000597497	Susan Kolthoff	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000597498	Susan Kolthoff	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000597500	Susan Kolthoff	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000597502	Susan Kolthoff	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000597503	Susan Kolthoff	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000597504	Susan Kolthoff	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000597509	Cristine Rhead	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low Resolved	TTR Missed: No	0.11
INC000000597542	Kimberly Hancey	None	None	None	TIR Missed: No	0.17
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low Resolved	TTR Missed: No	0.17
INC000000597543	Susan Kolthoff	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000597547	Brian Smith	Application	Reporting	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	0.75
INC000000597559	Susan Kolthoff	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000597560	Susan Kolthoff	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00

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INC000000597561	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597564	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597566	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597578	Ray Burningham	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597580	Jan Thompson	Network	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597597	Dave Laycock	Mobile Devices	Error	Ipads		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.41
INC000000597644	Mandy Davis	Application	Error	Content Manager		TIR Missed: No	0.46
	Application Support - Content Manager	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	0.46
INC000000597682	Patrick Donegan	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000597694	Brian Richards	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597697	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597699	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597703	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597705	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597706	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597707	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597708	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597709	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000597711	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597712	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597762	Jonathan R Fatz	PC/Laptop	Performance	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000597772	Kimber Burks	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000597776	Elizabeth Bailey-Durst	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.28
INC000000597781	Chris Peterson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000597787	Nancy Galt	Telecom	Dial Tone	Telephone		TIR Missed: No	0.48
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	1.00
INC000000597793	Judy Mattinson	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000597817	Becky Chambers	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000597865	Ben Mortensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597924	Connie Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000597931	Rebecca Hatch	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597949	Kyle Preston	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000597958	Ruth Dominguez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000597966	Vanna Chav	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000597974	Janos Carpenter	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.36
INC000000597982	Penney Chipp	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.27
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.52

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INC000000597989	Pamela McIntyre	None	None	None		TIR Missed: No	0.23
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000597991	Carol Thornhill	None	None	None		TIR Missed: No	0.22
	Metro A Help Desk	Liz Evans	Workforce Services	Medium	Resolved	TTR Missed: No	0.22
INC000000597994	Tami Hoffman	None	None	None		TIR Missed: No	0.37
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.37
INC000000597995	Clint Beebe	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000597996	Janos Carpenter	None	None	None		TIR Missed: No	0.95
	Capitol Hosting	Curtis Parker	Workforce Services	Medium	Resolved	TTR Missed: No	0.95
INC000000597998	Connie Green	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000597999	Janice Bitsoie	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000598002	Susan Weaver-Levet	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598006	Connie Dumas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598010	Steven Coray	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598011	Kris Bradley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598012	Jimie Jones	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598015	Heidi R Thomas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598017	Faye Hubbard	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598023	Connie Dumas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598028	Tom Turley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598029	Kris Bradley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	

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INC000000598032	Jerry Pruitt	None	None	None		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598036	Kari L Allen	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598040	Andrea Cervantes-Camero	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000598047	Jackie Nielson	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598050	Lynette H Smith	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598051	Ron Wilkey	Telecom	Voice Mail	None		TIR Missed: No	0.30
Voice Operations		James Gifford	Workforce Services	Low	Resolved	TTR Missed: No	1.09
INC000000598053	Michael Parker	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598057	Jonathan R Fatz	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598068	Jonathan Simmons	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598082	Blaine Cook	None	None	None		TIR Missed: No	0.00
Operations Production Control		Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598083	Danielle Deming	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598084	Logan Ellsworth	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598085	Sandy Flores	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000598087	Terry Hansen	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000598089	Rebecca D Anderson	None	None	None		TIR Missed: No	0.14
Help Desk		Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000598090	Yvette Woodland	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000598091	Jared Price	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	

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INC000000598095	Carol Lowman Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000598097	Doug Miller Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.73
INC000000598102	Elizabeth Cheney Help Desk	None None	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000598109	Gary Reid Capitol Hosting	None Danny Black	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.12 5.39
INC000000598115	Cathy Maynard Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598117	Lindsey Mattinson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.15
INC000000598130	Darl Valdez Rural North Desktop Support	None Rodney Peterson	None Workforce Services	Novell GroupWise 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598131	Trudy Ellis Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598143	Trudy Ellis Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598167	Jason Burton Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.15
INC000000598197	Fran Cannard Voice Operations	Telecom Gail Christiansen	IP Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.09 1.68
INC000000598218	Rebecca Farnsworth Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000598244	Shauna Morgan Voice Operations	Telecom Romanza Hamblin Sorensen	Call/Receive Workforce Services	Telephone Medium	Resolved	TIR Missed: No TTR Missed: No	0.17 0.17
INC000000598248	Brent Fife Metro A Desktop Support	None Austin Schultz	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.08 0.08
INC000000598251	Brent Fife Metro A Desktop Support	None Austin Schultz	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.07
INC000000598252	Brent Fife Metro A Desktop Support	None Austin Schultz	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.07
INC000000598258	Rosalinda Tsosie Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.43

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INC000000598259	Diane Lovell	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000598278	Gabby Calero	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598312	Kathy Bounous	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000598322	Jean Sykes	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598327	Shauna Morgan	None	None	None		TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.95
INC000000598328	Kim-Ngan Lam	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.54
INC000000598342	Rachael Stewart	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.80
INC000000598348	Robyn Thomas	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000598358	Terry Hansen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598373	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598381	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598383	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598386	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598388	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598390	Jason Teuscher	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000598391	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598393	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000598397	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598398	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598399	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598400	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598401	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598402	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598403	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598405	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598406	Suzie Yeates	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598407	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598408	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598410	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598412	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598413	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598416	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598417	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598419	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000598424	Nikki Holt	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598429	Christina Lloyd	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000598443	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598446	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598447	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598450	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598492	Coy Hoskins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000598510	Kristen Floyd	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000598516	Patrick Concepcion	None	None	None		TIR Missed: No	0.37
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.43
INC000000598561	Jennifer Cunningham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598565	Cindi Nay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598582	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	0.49
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	1.56
INC000000598583	Gerald Gappmayer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.27
INC000000598584	Jimie Jones	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000598603	Debbie Sheldon	None	None	None		TIR Missed: No	0.11
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.82
INC000000598653	Dawna Kranendonk	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598669	Lindsey Johnson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	

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INC000000598676	Alyson Grant	Telecom	Call/Receive	None		TIR Missed: No	0.46
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.72
INC000000598694	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.11
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000598735	John Olson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000598757	Debra Nordfelt	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.38
INC000000598767	Carrie Tenifa	None	None	None		TIR Missed: No	0.91
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: No	1.12
INC000000598768	Benjamin Hart	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.28
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.28
INC000000598769	Samuel Hendricksen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	1.91
INC000000598777	Edwin Camacho	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598805	Chris Kamens	Application	None	Business Intelligence Tool		TIR Missed: No	0.00
	Application Support - Data Warehouse	Drew Maxfield	Workforce Services	Low	Closed	TTR Missed: Yes	7.65
INC000000598820	Kayleen Hansen	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	1.00
INC000000598870	Carol Conti	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	1.20
INC000000598877	Jenine Wood	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000598902	Trisha Singleton	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.70
INC000000598904	Nora Olson	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.36
INC000000598910	Angel Pickett	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.67
INC000000598914	Peggy Mitchell	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.49
INC000000598916	Ashley Tolman	Mobile Devices	Error	None		TIR Missed: Yes	1.05
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: No	4.35

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INC000000598942	Cristine Rhead	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000598943	Rebecca D Anderson	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	2.22
INC000000598951	Chris Peterson	Application	Password	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000598952	Alexia Murphy	Network	Error	None		TIR Missed: No	0.03
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000598982	Cristine Rhead	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000598987	Sherra Lynn Westover	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598988	Kristi Manseau	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598993	Edwin Camacho	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598995	CindaLee Hall	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000598997	Deb Hiatt	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599001	Lincoln Hansen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599010	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599042	Brandt Revell	None	None	None		TIR Missed: No	0.27
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	0.27
INC000000599043	Alyson Grant	Telecom	None	None		TIR Missed: No	0.61
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.71
INC000000599048	Eva Monroe	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599050	Patsy Fraley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599052	Matthew Weeks	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000599053	Dalia Bruce	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599060	Angel Pickett	Network	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599253	Marie De Vargas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000599254	Brenda Johnson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599262	Mitchell Kamens	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599268	Karen Quackenbush	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000599287	Reanna Yates	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599300	Trisha Singleton	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Resolved	TTR Missed: No	1.46
INC000000599306	Jerrold Penprase	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000599310	Patsy Fraley	Application	Error	eFIND/eSHARE		TIR Missed: No	0.17
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.90
INC000000599313	Victor Angeles	Network	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	2.09
INC000000599316	Natalie Lee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599330	Angela Madsen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000599347	Valerie Martin	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000599350	Stacie Tonks	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000599370	Diane Hunter	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599380	Stacie Tonks	Application	Password	Utah Works		TIR Missed: No	0.19
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	2.11

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INC000000599391	Jeffery Fullmer	PC/Laptop	Hardware	None		TIR Missed: No	0.35
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.65
INC000000599393	Mark Nicoll	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599395	Clint Church	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599416	Jonathan Parrish	Network	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.14
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000599419	Kelley R Meredith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599459	Lance Olsen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599461	Guadalupe Porras	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599463	Angela Madsen	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000599470	Dan Marrs	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000599473	Kris Springer	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000599479	Angela Madsen	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000599483	Yvette Woodland	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000599494	Reyna Romero	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000599499	Jeff Webster	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000599515	Deni Swanger	Application	Error	Utah Works		TIR Missed: No	0.89
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	0.89
INC000000599525	Shauna Scott-Bellacomo	Application	Error	DWS Web		TIR Missed: No	0.17
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.43
INC000000599530	Ann Stockham	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02

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INC000000599531	Janina Von Hartmann	Application	Error	eFIND/eSHARE		TIR Missed: No	0.04
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000599538	Worthy Glover Jr	Network	Incident	DWS Intranet		TIR Missed: No	0.32
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.44
INC000000599548	Angela Madsen	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000599557	Angel Pickett	Telecom	IP	Telephone		TIR Missed: No	0.67
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: Yes	6.24
INC000000599559	Jane Burt	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Terry Forsgren	Workforce Services	Low	Resolved	TTR Missed: No	1.03
INC000000599570	Shantelle Roberts	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599583	Brian Richards	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599587	Nikita Gonnuscio	PC/Laptop	Error	None		TIR Missed: No	0.54
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.54
INC000000599590	De Ette Richards	Application	Error	DWS Web		TIR Missed: No	0.69
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.71
INC000000599602	Darrell Wilson	Application	None	Utah Works		TIR Missed: Yes	3.32
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	3.32
INC000000599606	Carl Downing	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000599609	Carol Goode	Network	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000599613	Brian Richards	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599618	Angela Madsen	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000599623	Cynthia Lehnig	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000599624	Carl Downing	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000599627	Reyna Romero	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02

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INC000000599629	Amy Lowe	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000599638	Kuuipo Malungahu	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.29
INC000000599647	Kuuipo Malungahu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599656	Tracie Spears	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599671	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599675	Iris Sutton	Application	Error	Mycases		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	0.59
INC000000599697	Gail Nelson Stokes	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599702	Perry Colette	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599712	David Whiteside	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599717	Bridget Keller	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599720	Diane Lovell	None	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000599721	Bonnie Johnson	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000599727	Alexander Johnson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.55
INC000000599733	Kris Springer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599735	Kris Springer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599737	Kris Springer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599741	Kris Springer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000599742	Shirley Hilton	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: Yes	6.04
INC000000599755	Andrea Hayes	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599758	Kris Springer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599761	Robyn Thomas	None	None	None		TIR Missed: No	0.22
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000599763	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599765	Cheryl Brown	Application	Error	Gmail		TIR Missed: No	0.26
	Application Services	Danielle Hood	Workforce Services	Low	Resolved	TTR Missed: No	2.37
INC000000599794	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599797	Colby Dalton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599799	Stephanie Trappett	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599802	Lesnie Foster	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599803	Jillian Watkins	PC/Laptop	Error	None		TIR Missed: No	0.40
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	3.98
INC000000599805	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599807	Debbie Olsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599809	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599813	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599816	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599819	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000599821	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599822	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599825	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599827	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599828	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599835	Geoffrey Landward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	High	Resolved	TTR Missed: No	0.00
INC000000599856	Melissa Crane	Application	None	Novell GroupWise		TIR Missed: No	0.25
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000599862	Lori Jacobazzi	Application	Error	DWS Web		TIR Missed: No	0.10
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000599885	Lance Soffe	Network	Error	None		TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed: No	1.90
INC000000599886	Gregory Bates	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599890	Charles Amonett	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599921	William Greer	Network	Error	None		TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599922	Alison Beardall	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000599931	Lori Mair	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599935	Shelly Ivie	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599956	Nate Talley	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000599992	Brent Newren	Application	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000599994	DeeDee Fleming	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600006	Phay Panh	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600007	Phay Panh	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600008	Koral Vasquez	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600010	Koral Vasquez	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600011	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600012	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600013	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600039	Nikita Gonnuscio	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600041	Sheryl Nisely	None	None	None		TIR Missed: No	0.32
	Metro C Hosting	Stuart Roundy	Workforce Services	High	Closed	TTR Missed: Yes	3.15
INC000000600047	Alleyn Kinney	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600062	Jennifer Buonocore	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600066	Teresa Gonzales	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	2.10
INC000000600067	Edith Te'o	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600078	Edith Te'o	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600080	Angela A Hansen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600086	Debra Slotboom	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low	Resolved	TTR Missed: No	0.09

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INC000000600090	Katherine Thomas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600093	Janina Von Hartmann	None	None	None		TIR Missed: No	0.33
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	2.05
INC000000600098	David Allen	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600111	Jessica Staker	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000600125	Leyla Escobar	Network	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	1.36
INC000000600128	Sarah Smith	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.24
INC000000600130	Dirk Dopp	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000600133	Mark Nicoll	Application	Password	DWS Intranet		TIR Missed: No	0.09
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000600147	Linn Gentry	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000600162	Joann Wetzel	None	None	None		TIR Missed: No	0.99
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Resolved	TTR Missed: No	0.99
INC000000600166	Kim Hathaway	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600235	Kyle Preston	Network	None	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000600265	Michele Cuburu	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	2.08
INC000000600277	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600286	Nikita Gonnuscio	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000600291	Lori Mair	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600307	Bradley Salmond	Application	Error	Avaya CentreVu Supervisor		TIR Missed: No	0.07
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07

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INC000000600311	Karen Quackenbush	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000600319	Robin Herrera	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000600325	Dean Godfrey	Application	Error	Novell GroupWise		TIR Missed: No	0.11
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000600326	Kimber Burks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000600329	Dean Godfrey	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600337	Geoffrey Landward	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	High	Resolved	TTR Missed: No	0.00
INC000000600339	Geoffrey Landward	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	High	Resolved	TTR Missed: No	0.00
INC000000600341	Geoffrey Landward	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	High	Resolved	TTR Missed: No	0.00
INC000000600352	Gloria Bock	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.40
INC000000600359	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600366	Cynthia Arnold	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000600381	Sheryl Featherstone	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600384	Gloria Bock	Network	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.57
INC000000600387	Kimberly Johnson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000600396	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600405	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600422	Janet Romo	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.06

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INC000000600448	Michelle Slaughter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600449	Michelle Slaughter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600452	Peggy Killian	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600453	Brad Anderson	None	None	None		TIR Missed: No	0.96
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.95
INC000000600455	Rhonda Wilkinson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.43
INC000000600471	Lisa Roman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600513	Bill Starks	Application	Error	Novell GroupWise		TIR Missed: No	0.01
	Metro A Desktop Support	James Kammeyer	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000600525	Terrie Bouck	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600528	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600531	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600551	Devin Hill	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600582	Patrice West	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600635	Jimmy Smith	None	None	None		TIR Missed: No	0.06
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.75
INC000000600646	Lela King	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600663	Melanie Barker	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600671	Jimmy Smith	None	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000600673	Carla Navarro	Telecom	Voice Mail	Telephone		TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.68

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INC000000600692	Samantha Brouse	None	None	None		TIR Missed: No	0.19
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000600696	Molly Wengreen	None	None	None		TIR Missed: No	0.06
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000600699	Anna Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600716	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600717	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600729	Sarah Pullman	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600760	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600761	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600762	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600763	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600794	Noah Zemke	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600805	Fran Cannard	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600830	Kathy Wendel	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.79
INC000000600831	Kasandra Asay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600850	Linda Larsen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600857	Trisha Singleton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Resolved	TTR Missed: Yes	6.48
INC000000600860	Jessica Staker	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.34

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INC000000600866	Vivian Brown	PC/Laptop	Performance	None		TIR Missed: No	0.06
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000600875	Cathy Anderson	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000600889	John Dietrich	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600915	Carie Burnham	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.75
INC000000600933	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000600978	Delana White	Application	Error	DWS Web		TIR Missed: No	0.00
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Resolved	TTR Missed: No	0.50
INC000000600999	Osman Ahmed	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.29
INC000000601039	Ioana Tooala	Application	Error	eFIND/eSHARE		TIR Missed: No	0.61
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	0.61
INC000000601042	Kathy Deets	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601043	Lori Fox-Bush	Application	Error	Novell Messenger		TIR Missed: No	0.87
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.88
INC000000601076	Melanie Barker	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601077	Gina Labonte	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000601087	Milagros Santos	None	None	None		TIR Missed: No	0.47
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	1.89
INC000000601095	Brian Richards	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000601104	Joyce Henline	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601113	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601116	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000601119	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601120	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601121	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601122	Joyce Henline	Application	Error	Content Manager		TIR Missed: Yes	2.26
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	2.26
INC000000601131	Randilee Spencer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601133	Randilee Spencer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601142	Verlin Christensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601143	Verlin Christensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601151	Verlin Christensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601156	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601157	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601158	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601164	Lynn Thomas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000601169	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601171	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601172	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601173	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000601184	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601185	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601186	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601187	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601207	Nikita Gonnuscio	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601220	Karen Quackenbush	Telecom	Call Management	Telephone		TIR Missed: No	0.30
	Voice Operations	James Gifford	Workforce Services	Low	Resolved	TTR Missed: No	1.51
INC000000601233	Linn Gentry	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.90
INC000000601236	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601239	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601240	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601242	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601244	Michelle Slaughter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601257	Laurie Johnson	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.36
INC000000601281	Logan Ellsworth	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000601286	Christine Stewart	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601287	Brodie Panter	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000601291	Rachelle Brown	Network	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000601293	Scott Smith Metro A Help Desk	Network Liz Evans	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000601298	Cindy Bertagnolli Metro A Help Desk	Network Liz Evans	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000601338	Kenny Hicken Rural Central Desktop Support	Network Rod Montoya	Incident Workforce Services	Active Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000601360	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601361	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601363	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601364	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601366	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601378	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601381	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601383	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601385	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601386	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601388	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601390	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601392	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601393	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000601395	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601396	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601397	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601402	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601403	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601404	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601407	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601408	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601409	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601410	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601411	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601412	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601413	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601414	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601415	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601416	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000601418	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	